"बिजनेस पोस्ट के अन्तर्गत डाक शुल्क के नगद भुगतान (बिना डाक टिकट) के प्रेषण हेतु अनुमत. क्रमांक जी. 2-22-छत्तीसगढ़ गजट/38 सि. से. भिलाई, दिनांक 30-5-2001."



पंजीयन क्रमांक
"छत्तीसगढ़/दुर्ग/09/2010-2012"

छत्तीसगढ़ राजपत्र

(असाधारण)
प्राधिकार से प्रकाशित

क्रमांक 309] रायपुर, सोमवार, दिनांक 28 नवम्बर 2011—अग्रहायण 7, शक 1933

Chhattisgarh State Electricity Regulatory Commission
Irrigation Colony, Shantinagar, Raipur (Chhattisgarh)

Raipur the 28th November 2011

No.39/CSERC/2011.— In exercise of powers conferred by section 43 (1) read with section 181 (t), section 44; section 46 read with section 181 (1), section 47 (1) read with section 181 (v), section 47(4) read with section 181 (w), section 47(2), (3) and (5), section 48 (b) and section 5[?] read with section 181 (x) and section 56 of the Electricity Act 2003 (No. 36 of 2003) and the Electricity (Removal of Difficulties) order, 2005 issued by the Ministry of Power, Government of India on 08/06/2005, the Chhattisgarh State Electricity Regulatory Commission hereby makes the following Code to be known as "**Chhattisgarh State Electricity Supply Code-2011**" to govern distribution and supply of electricity and the procedures thereof, such as the systems of billing, modality of payment of bills, the powers, functions and obligations of the distribution licensees and the rights and obligations of consumers, etc. This Code also specifies the set of practices that

shall be adopted by licensee to provide efficient, cost effective and consumer friendly services to the consumers.

CHAPTER 1: SHORT TITLE, SCOPE COMMENCEMENT AND REVIEW PROCESS.

1.1 This Code may be called the "Chhattisgarh State Electricity Supply Code, 2011".

1.2 This shall come into force from the date of its publication in the Chhattisgarh Rajpatra.

1.3 It shall extend to the whole of the State of Chhattisgarh.

1.4 It shall apply to all persons engaged in the business of distribution of electricity as distribution licensees including the Chhattisgarh State Power Distribution Company (CSPDCL) and its agents, under the Electricity Act, 2003 and to the consumers of electricity. It shall also apply to all persons exempted from distribution licence under sec.13 of the Act.

1.5 Copies of *this Code* and Regulations for Redressal of Consumer Grievances, as duly amended from time to time, shall be kept in the registered offices, regional offices, circle offices, division offices, centres of the licensees and such other offices as may be specified by the licensees or by the Commission.

Mechanism for review of Electricity Supply Code

1.6 The Commission shall constitute an Electricity Supply Code Review Committee (Review Committee) to review this Code along with and Regulations for Redressal of Consumer Grievance on regular basis. The Review Committee shall consist of such number of persons, as the Commission may consider necessary, adequate and will be appointed by the Commission, including persons representing the following:

(a) Each Distribution Licensee of the State;

(b) State Transmission Utility (STU) or Transmission licensee;

(c) LT consumers, HT consumers, EHT consumers, their associations and any consumer groups; and

(d) Any other interested group including NGO as the Commission may think fit.

1.7 The Commission shall appoint a Chairman from among the representatives of the licensees. The Chairman of the Review Committee shall appoint an officer as Member Secretary. The concerned licensee shall provide all the required support, administrative or otherwise to the Committee in the discharge of its functions. All members of the Review Committee shall be appointed for a period of two years.

1.8 The Review Committee shall meet at least once every six (6) months.

1.9 The Member Secretary of the Review Committee shall send the proceedings of the meetings of the Committee to the Commission within 15 days of the meetings.

1.10 The Commission may amend the Electricity Supply Code suo motu or on the recommendations of the said Committee. However, before any amendment is made in the Code, comments on the proposed changes shall be obtained from all the Distribution licensees, STU, Transmission licensees and the public.

1.11 A notice regarding amendment made in the Electricity Supply Code shall be published by the licensee in at least two newspapers having wide circulation in the area of supply stating that copies of the amended Electricity Supply Code are available for purchase in the offices mentioned in clause1.5.

CHAPTER 2: DEFINITION

2.1 In this Code, unless it is repugnant to the context

(a) **'Act'** means The Electricity Act, 2003 (No. 36 of 2003) as amended from time to time

(b) **'Agreement'** with its grammatical variations and cognate expressions means an agreement entered in to between the licensee and the consumer under this Code;

(c) **'Apparatus'** means electrical apparatus and includes all machines, fittings, accessories and appliances in which conductors are used;

(d) "**Applicant**" means an owner or occupier of any land/premises who files an application form with a licensee for supply of electricity, increase or reduction in sanctioned load/contract demand, change in title, disconnection or restoration of supply, or termination of agreement, as the case may be, in accordance with the provisions of the Act and the Code, rules and regulations made thereunder or other services;

(e) "**Application**" means an application form complete in all respects in the appropriate format, as required by the Distribution licensee, along with documents showing payment of necessary charges and other compliances;

(f) "**Application form**" means an application form complete in all respects in the appropriate format, as required by the Distribution licensee, before any payment of applicable charges;

(g) **'Area of supply'** means the geographic area within which a licensee is authorized by his license to supply electricity;

(h) **'Average Power Factor'** means the average monthly power factor and shall be the ratio expressed as a percentage of the total kilowatt hours to the total kilovolt ampere hours supplied during the billing month; the ratio being rounded off to two decimal figures, 5 or above in the third place of decimal being rounded off to the next higher place in the second. In case KWh or KVAh reading is not available, then average monthly power factor shall be calculated on the basis of KVARh reading, if the meter has KVARh recording feature.

(i) **'Billing Month or Month'** means a period of about 30 days between the two consecutive meter readings for the purpose of billing in case of monthly billing.

(j) **'Billing cycle'** means a period of more than 30 days between two consecutive meter readings for the purpose of billing such as bimonthly / trimonthly billing.

(k) **'Breakdown'** means an occurrence relating to the equipment of the electric energy supply system including electrical line that prevents its normal functioning;

(l) **'Code or Supply Code'** means the Chhattisgarh State Electricity Supply Code, as in force from time to time;

(m) **'Commission'** means the Chhattisgarh State Electricity Regulatory Commission;

(n) **'Conductor'** means any wire, cable, bar, tube, rail or plate used for conducting electrical energy and so arranged as to be electrically connected to a system;

(o) **'Connected load'** means aggregate of the manufacturer's rating of all energy consuming devices, in the consumer's premises, which can be simultaneously used. This shall be expressed in KW, or HP units and can also be determined as per the procedure laid down in clause 5.52 on 'Rating of Installations' in this Code;

(p) **'Connection point'** means a point at which the consumer's installation and/or apparatus are connected to distribution licensee's distribution system;

(q) **'Consumer'** means as defined in section 2(15) of the Act and for the purpose of this Code shall also include a person who has applied for an electricity connection or a person who had a connection but whose electricity supply has been disconnected for the time being for whatever reason.

(r) **'Consumer's installation'** means any composite electrical unit including electric wires, fittings, motors and apparatus, portable and stationary, erected and wired by or on behalf of the consumer at the consumer's premises;

(s) **'Contract Load or Contract demand'** means the maximum load in *KW, KVA* or HP, as the case may be, agreed to be supplied by the licensee and contracted by the consumer and mentioned in the agreement executed between consumer and licensee;

(t) **'Cut-out'** means any appliance for automatically interrupting the supply of energy through any conductor when the current rises above a predetermined quantum, and shall also include fusible cut-out;

(u) **'Date of release of connection'** is the date when licensee energize the installation of consumer by connecting the distribution main through the meter.

(v) **'Date of commencement of Agreement'** means the day immediately following the date of expiry of a period of one month for in case of LT connections and three months in case of HT and EHT connections from the date of intimation to an intending consumer of the availability of power to its premises or the actual date of release of connection to such consumer, whichever is earlier;

(w) **'Demand charge'** for a billing month means a charge levied on the consumer based on the billing demand and shall be calculated as per the procedure provided in the tariff order, passed by the Commission, under part VII of the Act;

(x) **'Distribution mains'** means the portion of any main with which a service line is, or is intended to be, immediately connected;

(y) '**Distribution system**' means the system of wires and associated facilities of distribution licensee connected to or to be connected to the installation of the consumer. It shall also include electric line, substation and electrical plant that are primarily maintained for the purpose of distributing electricity in the area of supply of such distribution licensee notwithstanding that such line, sub-station or electrical plant are high pressure cables or overhead lines or associated with such high pressure cables or overhead lines; or used incidentally for the purposes of transmitting electricity for others;

(z) '**Earthed**' or '**connected with earth**' means connected with the general mass of earth in such a manner as to ensure at all times an immediate discharge of energy without danger;

(aa) **'Electrical Inspector'** An inspector as defined in section 54 of the Act.

(bb) **'Electric line'** means any line which is used for carrying electricity for any purpose and includes:

(i) any support for any such line, that is to say, any structure, tower, pole or other thing in, on, by or from which any such line is, or may be, supported, carried or suspended; and

(ii) any apparatus connected to any such line for the purpose of carrying electricity;

(cc) **'Energy'** means electrical energy:

(i) generated, transmitted or supplied for any purpose, or

(ii) used for any purpose except the transmission of a message;

(dd) '**Energy charge**' refers to a charge levied on the consumer based on the quantity of electricity (units in *KWh* or *KVAh* as per tariff) supplied;

(ee) **'Extra High Voltage'** or **'Extra High Tension'** means the voltage, which exceeds 33,000 volts subject, however, to the percentage variation as shown in clause 3.3 of this Code;

(ff) **'Feeder'** means a LT, HT or EHT distributor, emanating from a sub station, to which a distribution sub station or LT, HT or EHT consumers are connected;

(gg) **'Fixed charges'** shall be as per the provisions of the prevailing Tariff Order issued for the licensee by the Commission;

(hh) **"Harmonics"** means a component of a periodic wave having frequency that is an integral multiple of the fundamental power line frequency of 50Hz causing distortion to pure sinusoidal waveform of voltage or current, and as governed by IEEE STD 519-1992, namely "IEEE Recommended Practices and Requirements for Harmonic Control in Electrical Power Systems" and corresponding standard as may be specified in accordance with clause (c) of subsection (2) of section 185 of the Act;

(ii) '**High Voltage (HV) or High Tension (HT)**' means the voltage higher than 650 volts but which does not exceed 33,000 volts under normal conditions subject to the percentage variation in clause 3.3 of this Code;

(jj) **'Independent Feeder'** means a feeder constructed at the cost of consumer or a group of consumers and supplying electricity to only that consumer or group of consumers.

(kk) **'Initial period of agreement'** means the period of two years starting from the date of commencement of agreement. The initial period of agreement shall continue till the end of the month, on which the last date of the two year period expires;

(ll) **'Installation'** means any composite electrical unit used for the purpose of generating, transforming, transmitting, converting, distributing or utilizing energy;

(mm) **'Licensed Electrical Contractor'** means a contractor licensed as per clause 29 of CEA Safety Regulation 2010;

(nn) **'Licensee'** means a distribution licensee, granted licence for distribution of electricity under section 14 of the Act unless the context otherwise requires.

(oo) **"Load Factor"** means the ratio of the total number of units consumed during a given period to the total number of units which may have been consumed had the contract demand/sanctioned load been maintained throughout the same period, and shall usually be expressed as a percentage;

Load Factor in percentage= Actual units consumed in a given periodX100
(Contracted load in KW X No of hours in the period)

(pp) **'Low Voltage (LV) or Low Tension (LT)'** means the voltage, which does not exceed 230 volts under normal conditions subject, however, to the percentage variation as per clause 3.3 of this Code;

(qq) **'Maximum demand'** for a category of consumer shall be determine as specified in the tariff order passed by the Commission;

(rr) **'Medium voltage'** means the voltage higher than 230 volts but which does not exceed 650 volts under normal conditions subject, however, to the percentage variation as per clause 3.3 of this Code;

(ss) **'Meter'** means a set of necessary integrating instruments and equipments wherever required, used to measure and/or record and/or store the electrical quantities like energy in KWh or KVAh, maximum demand in *KW* or *KVA*, reactive energy in *KVARh* etc. in a given time, which include whole current meter and metering equipment such as Current Transformers (CT), Capacitor Voltage Transformer (CVT), Potential Transformers (PT) with cable, wiring, where used in conjunction with such meter or its accessories and any devices like test terminal block switches or MCB/ load limiter or fuses used for protection and testing purposes and any enclosure used for housing or fixing such meter or its accessories; and shall also include any seal or sealing arrangement provided by licensee.

(tt) **'Point of supply'** means the point at the incoming terminals of switchgear installed by the consumer;

(uu) **'Power factor'** is the cosine of the electrical angle between the voltage and current vectors in an AC electrical circuit;

(vv) **'Premises'** means land, building or infrastructure or part or combination thereof in respect of which a separate meter or metering arrangements have been made by the licensee for supply of electricity;

(ww) **'Rural areas'** means the areas covered by Gram Panchayats;

(xx) **'Sanctioned load"** means the load in kW, kVA or BHP, which the licensee has agreed to supply from time to time subject to the governing terms and conditions in the absence of an Agreement between the Distribution licensee and the consumer;

(yy) **'Tariff order'** in respect of a licensee means the most recent order issued by the Commission for that licensee indicating the rates to be charged by the licensee from various categories of consumers for supply of electricity;

(zz) **'Theft"** shall mean theft of electricity as defined in Section 135 of the Act;

(aaa) **'Transmission licensee'** means a person who has been granted a license under Section 14 of the Act authorizing him to establish or operate transmission lines;

(bbb) **'Transmission system'** means the system consisting of extra high voltage electric lines being operated at EHV (excluding generator interconnection facilities) owned and/or operated by the Transmission licensee for the purposes of the transmission of electricity from one power station to a sub-station or to another power station or between sub-stations or to or from any external interconnection equipment up-to the interconnection with the distribution system and includes the plant and apparatus and meters owned or used by the transmission licensee in connection with the transmission of electricity, but shall not include any part of any licensee's distribution system;

(ccc) **'Urban areas'** means the areas covered by all Municipal Corporations and other Municipalities Nagar Panchayat including the areas falling under the various Urban Development Authorities, Cantonment Authorities and industrial estates or townships;

2.2 All other expressions used herein but not specifically defined, but defined in the Act, shall have the meaning assigned to them in the Act The other expressions used herein but not specifically defined in this Code or in the Act but defined under any law passed by the Parliament applicable to electricity industry in the state or stated in the tariff order passed by the Commission, under section 62 of the Act shall have the meaning assigned to them in such law. Subject to the above, the expressions used herein but not specifically defined in this Code or in the Act or any law passed by the Parliament shall have the meaning as is generally assigned to them in the electricity supply industry.

CHAPTER 3: SYSTEM OF SUPPLY AND CLASSIFICATION OF CONSUMERS

System of Supply

3.1 The declared frequency of the alternating current (AC) shall be 50 cycles per second.

3.2 The declared voltage of the AC supply is as follows:

(a) Low voltage (LV) or Low tension (LT)

(i) Single Phase: 230 volts between phase and neutral;

(ii) Three Phase: 400 volts between phases;

(b) High Tension (HT) - Three Phase: 11 KV or 33 KV between phases; and

(c) Extra High Tension (EHT) - Three Phase: 132 KV or 220 KV between phases.

For Railway traction two-phase supply may be given.

3.3 The licensee shall design and operate a distribution system in conjunction with the transmission system. The licensee shall not permit the voltage at the point of supply to the consumer to vary from the declared voltage which is:

(a) In the case of low voltage, by more than 6%;

(b) In the case of high voltage, by more than 6% on the higher side or by more than 9% on the lower side;

(c) In the case of extra high voltage, by more than 10% on the higher side or by more than 12.5% on the lower side.

Any exception to the above will only be allowed with the written consent of the consumer and with prior approval of the Commission.

Voltage of Supply to Consumers

3.4 The supply voltage-wise minimum and maximum contract demands shall normally be as follows.

Supply Voltage	Minimum Contract Demand	Maximum Contract Demand
230 volts	-	3 KW
440 volts	Above 3 KW	100 HP or 75 KW
11 KV	60 KVA	500 KVA
33 KV	60 KVA	10000 KVA
132 KV	4000 KVA	40000 KVA
220 KV	15000 KVA	150000 KVA

Provided that due to technical reasons, the licensee may relax above provision after due approval from Commission. The HT and EHT consumers having contract demand exceeding the maximum limit as prescribed above, shall be levied additional charges as specified by the Commission in relevant tariff order.

3.5 The minimum contract demand specified at clause 3.4 of this Code shall not be applicable to generators availing start-up power and to such captive and non-captive consumers of captive generating plant (CGP) who can reduce their contract demand to any extent even to zero as specified in clause 12.14 and 12.15 of this Code.

3.6 In case of Railways traction, the maximum and minimum limits of contract demand shown in clause 3.4 of this Code may be relaxed by the licensee on mutual agreement depending on the actual requirement and feasibility.

Harmonics

3.7 The maximum permissible limit of harmonics as specified in Institute of Electrical and Electronics Engineers (IEEE) standard 519 (1992) adopted in clause (5) of part-II of Central Electricity Authority (Technical standard of connectivity to the grid) Regulations 2007 (hereafter CEA (Technical Standard Regulations) is as follows:

(a) Voltage distortion limit – Utilities responsibility

Bus Voltage	Maximum individual voltage distortion	Total maximum voltage distortion
33KV & 132 KV	3.0	5.0
220KV	2.0	2.5
400KV	1.5	2.0

(b) Current distortion – users responsibility

The total harmonics distortion for current drawn from the transmission system at the connection point shall not exceed 8%.

3.8 The voltage unbalance i.e. difference of voltage between any two phases on 33 KV and above shall not exceed 3% at supply point.

Load Balancing

3.9 All the consumers availing three phase supply shall balance their load in such a way that difference in loading between each phase does not exceed 5% of average loading between phases.

Classification of Consumers

3.10 The classification of consumers, tariff and conditions of supply applicable to each category of consumers shall be as fixed by the Commission from time to time in the tariff order passed under section 62 of the Act or otherwise. The licensee may classify or reclassify consumers into various categories from time to time as per classifications done by the Commission in tariff order.

3.11 Interpretation of Commission on classification of consumer and applicability of tariff will be final and binding on licensee and consumer both.

CHAPTER 4: PROCEDURE FOR RELEASE OF NEW CONNECTION AND CHANGE IN EXISTING CONNECTION.

Licensee's Obligation to Supply

4.1 The licensee shall, on an application by the owner or lawful occupier of any premises located in his area of license give supply of electricity to such premises within the time limit specified as shown in clause 4.58 of this Code. provided

(a) the supply of electricity is technically feasible,

(b) the applicant has observed the procedure specified in this Code, and

(c) the applicant bears the cost of extension for supply as specified in this Code.

Application referred to above means the application complete in all respects in the appropriate form, as required by the distribution licensee, along with documents showing payment of necessary charges and other compliances such as execution of agreement and submission of test report / approval from Electrical Inspector etc. as the case may be.

Licensee's obligation to extend the distribution system and consumer's share in cost

4.2 The licensee shall bear the cost for strengthening / upgradation of the system for quality supply to the existing consumers which shall be recovered from the consumers through tariff.

4.3 The cost of extension of distribution mains and extension / upgradation of the system required up to the point of supply for meeting demand of new consumers and load enhancement of existing consumers, shall be borne by the consumer/applicant unless otherwise specifically mentioned in this Code or in Misc. and General Charges as approved by the Commission as per provision in section 46 of the Act.

4.4 In case, release of a new LT industrial connection or enhancement of load of an existing LT industrial connection requires augmentation of capacity of existing transformer or installation of a separate transformer, the consumer shall be liable to bear the cost of transformer proportionate to the load requisitioned by him only. The land/room with easy access required for housing the transformer sub-station and switch gears shall be provided by the consumer free of cost for which no rent or premium shall be payable by the licensee, in case it is not possible to set up the substation in the public land.

4.5 The extension of distribution mains, notwithstanding the fact that it has been paid for by the consumer, shall be the property of the licensee. The licensee shall maintain it at his cost and shall also have the right to use the same extension of distribution mains for supply of electricity to any other person, provided that such use does not adversely affect supply to the consumer already connected to distribution network.

4.6 When the licensee is ready to give supply, he shall serve a notice to the consumer intimating that supply has been made available up to his premises and the consumer may avail connection within one month, in case of LT consumers, and three months, in case of HT or EHT consumers. The notice shall be sent through registered post or by hand duly acknowledged. If the consumer fails to avail connection within the notice period, he shall be liable to pay charges due thereon as per the provisions of this code at the rate specified in prevailing tariff order from the day following the end of the notice period.

Conditions for grant of connection and consumer's obligations:

4.7 An applicant for electricity supply shall have to lay the service line of specifications approved by the licensee. The length of such service line from the distribution mains to the point of supply where meter is to be installed should not normally be more than 30 meters. The service line may be overhead or underground with cable, and no joint in the service line shall be allowed. Apart from laying of service line, the consumer shall be required to pay security deposit, service connection charges and agreement charges. The consumer shall carryout augmentation in size of service connection cable wherever required due to enhancement of load.

4.8 Whether release of LT connection involves extension of line or not, the laying of work of service line shall be got done by the consumer through authorized licensed electrical contractor and submit the test report to licensee before release of connection.

4.9 However, in cases, where extension of distribution mains is required, the consumer may get the line extension work done through an authorized licensed electrical contractor as per layout, drawing and design approved by licensee. In such cases, the consumer shall be required to pay supervision charges as approved by Commission on the cost of materials plus labour charges. This asset on completion of line extension work be handed over to the licensee and after release of connection, line will be owned and maintained by licensee.

4.10 In cases where consumer intends to get the line work executed by licensed electrical contractor, the consumer himself may procure the materials of approved make and from approved vendors list of licensee else the responsibility of replacement in case of failure of equipment within the guarantee period shall rest on consumer. The material should, conform to relevant BIS specification or its equivalent and should bear ISI mark wherever applicable. The licensee may ask for documentary evidence to verify the quality of materials used. The transformer sub-station installed should be in accordance with provision in clause 5.10 to 5.17 of this Code.

4.11 Where the line extension work is done by the consumer, the consumer shall get the work done within the timeframe as provided in clause 4.58 of this Code, failing which the licensee may, on giving fifteen days' notice, treat the application for supply as cancelled.

PROCEDURE FOR PROVIDING NEW SERVICE CONNECTION:

Application form for Supply

4.12 Application form for supply of electricity as the case may be shall be made in the form as prescribed in Annexure 1 / Annexure 2, copies of which shall be made available by the licensee free of cost at its local offices. Acknowledgement shall be issued forthwith on receipt of an application form. Photocopies of blank form or form downloaded from the website of the licensee may also be used by the consumer and shall be accepted by the licensee.

4.13 The occupier of the premises, for whom supply is required, shall mention in application form his full name and postal address with telephone/mobile number (if available) the location where the supply is required. Any assistance or information required in filling up the form should be given to the consumer at the office where application form is to be submitted. The occupier of the premises has to ensure that the work of wiring/installation of machines/equipments is got done through a licensed electrical contractor duly authorized to execute such work.

4.14 The licensee shall also provide new avenues for applying for new connection or modification in existing connection through website, call centres, etc. which will minimize the applicant's interface with the utility during the process.

4.15 Application forms for new connection must be accompanied with self attested photocopies of identity proof of the applicant; proof of applicant's ownership or occupancy over the premises for which new connection is being sought, proof of applicant's current address, and in specific cases, certain other documents as detailed in clause 4.17 of this Code.

4.16 Registration-cum-processing fees as decided by the Commission shall be levied while applying for new connection. These charges shall be adjusted by the licensee while issuing future bill. However, in case the consumer does not complete the formalities and his application is cancelled, the processing fee will not be refunded to the consumer.

Proof of Identity:

Any of the following documents shall be considered as acceptable proof of identity:

(A) If the applicant is an individual:

- (i) Electoral identity card;
- (ii) Passport;
- (iii) Driving license;
- (iv) Ration card;
- (v) Photo identi[illegible] card issued by Government agency;
- (vi) PAN card;
- (vii) Photo C[illegible]ficate from Sarpanch or any village level Government function[illegible]y like Patwari /postmaster/ in-charge of primary health centre [illegible]
- (viii) Uniqu[illegible] (Adhar Card)

(B) If the applicant is a company, trust, educational institution, government department etc, the application form shall be signed by a competent authority along with a relevant resolution/ authority letter of the institution concerned.

Proof of legal ownership / occupier:

Any of the following documents shall be considered as acceptable proof of legal ownership or occupancy of premises:

(1) Copy of sale deed or lease deed/partnership deed/succession or heirship certificate/ deed of last will.

(2) Registered General Power of Attorney;

(3) Latest Municipal tax receipt;

(4) Letter of allotment of land / house from Government authority.

(5) Certificate of Sarpanch about ownership of house in case of village.

(6) Patta issued by Government authorities.

(7) An applicant who is not an owner but an occupier of the premises shall, along with any one of the documents listed at (1) to (6) above shall also furnish a No Objection Certificate from legal owner of the premises.

(8) In case of supply for agriculture/ irrigation pump set, the copy of the current Khasra map with copy of B1 giving the 'khasra' number of the field where supply is required along with location of well dug. In case of lifting of water from tank, river nala, the NOC from authorized Revenue authority and In case of joint land owner power of attorney in the name of applicant also to be submitted.

Proof of current address:

Any of the following documents shall be considered as acceptable proof of current address for communication:

(1) Electoral identity card;

(2) Passport;

(3) Driving license;

(4) Ration card;

(5) Photo identity card issued by any Government agency;

(6) Statement of running Bank Account;

(7) Most recent Water / Telephone / Electricity / Gas connection Bill;

(8) Income Tax assessment order

4.17 The consumer shall also furnish, along with the application form, copies of the following documents wherever applicable.

(a) Approval / permission of the local / statutory authority, if required under any law /rules. This may be required for industrial connections, large non-domestic connections and multi-consumer complexes.

(b) In case of a partnership firm, partnership deed, authorization in the name of the applicant for signing the application form and agreement.

(c) In case of a Public or Private Limited Company, the Memorandum and Articles of Association and Certificate of incorporation together with an authorization in the name of the applicant for signing the application form and agreement.

(d) Environmental clearance wherever required from the concerned Department/competent authority if available at the time of submission of application form, or else shall have to be submitted before release of connection.

(e) SSI registration in case of small industries and registration from Industries Department in case of other industries..

(f) In case of applications for supply of electricity to stone crushers, stone polishing and hot-mix plants, the following additional information shall also be furnished.:

(i) Documentary proof from the Department concerned to show that the supply of electricity is required for at least two years; and

(ii) Permanent address of applicant.

(h) In case of industries, extract of project report relevant to power and process requirements.

(i) The consumer shall also intimate whether the extensions work, if any, will be done by him or the licensee.

(j) Proof of having deposited the necessary processing fee, as fixed by the Commission.

Note: The licensee may ask for the original documents, from the consumer, for verification.

4.18 In case the applicant for a new connection for domestic category is unable to provide the proof of legal occupation of the premises, the officer in charge of local office may waive such requirement and record, in writing, the reasons thereof. But in such cases, the applicant shall execute an indemnity bond, indemnifying the licensee against any damages payable on account of any dispute arising out of supply of power to the premises and to authorize the licensee to disconnect the supply in case of any dispute subsequently by actual land owner. However, the consumer has to provide NOC from the owner of the land in cases where extension of line is required on such land. The security deposit to be paid by the consumers in such cases shall be equal to the amount of ninety day's of average consumption to be determined by the licensee's local office. The serving of connection to such premises shall not be used as a proof of legal rights on the premises or for any other legal purposes.

4.19 If the consumer, in respect of an earlier agreement executed in his name or in the name of a firm or company with which he was associated either as a partner, director or managing director, has any arrears of electricity dues on the premises for which the new connection is applied and such dues are

payable to the licensee, the requisition for supply may not be entertained by the licensee until the dues are paid in full. In case of a person occupying a new property, it will be the obligation of that person to check the electricity bills for the previous months or, in case of disconnected supply, the amount due as per the licensee's records immediately before his occupation and ensure that all outstanding electricity dues as specified in the bills are duly paid up and discharged. The licensee shall be obliged to issue a certificate of the amount outstanding against the connection that was installed or is installed in such premises on request made by such person within 30 days from the date of receipt of such request and release the connection after clearance of outstanding dues.

4.20 (i) Electricity will be supplied to a consumer at a single point for the entire premises. For the purpose of terms and conditions of supply, premises shall be deemed to be separate-

(a) if owned by different persons or taken on lease by different persons. the terms of lease being valid for a period of at least two years at the time of connection;

(b) if domestic households have relevant document from local authorities identifying the premises as separate;

(c) if the part of domestic premises is used for non-domestic purposes; and

(d) in case of industries, if the industrial establishment are manufacturing different products, not as part of single manufacturing process, and their physical locations are different and distinct.

ii) Each separate premise will be given separate point of supply.

Provided that HT consumer may avail separate LT connection in same premises to meet out its essential load as per provision in clause 4.40 of the Code.

4.21 An **application form** shall be deemed to be received on the date of receipt of consumer's requisition of supply in the prescribed format of the application form. complete in all respects and attached with all relevant documents.

An ***application*** shall be deemed to be received on the date of receipt of all applicable charges including the security deposit in accordance with clause 6.4 and 6.5 of this Code, after receipt of the application form, execution of agreement and other obligation by consumer such as submission of test report / NOC from Electrical Inspector and other relevant documents as per provision in clause 4.17 of this Code.

Processing of application form

4.22 The licensee shall verify the application form and the enclosed documents at the time of its receipt. On receipt of application form complete in all respects, the licensee shall issue a written acknowledgement to the consumer immediately indicating its registration number. If the application is incomplete, or otherwise the entries are defective, the shortcomings shall be intimated to the applicant in writing within 5 working days. After receipt of application form complete in all respect along with other relevant documents, the licensee shall intimate the consumer, proposed date of inspection, within the time period specified which should be within the next 2 working days in urban areas and 5 working days in rural areas.

4.23 The licensee shall maintain a permanent record of all application forms received in an Application Register/Database. Each application form shall be allotted a permanent application number (for identification) serially in the order in which it was received. Separate registers/databases for different category of applications i.e. where extension work is involved and where no extension is required may be maintained. The licensee shall keep the registers/ databases updated with stage-wise status of disposal of each application form.

4.24 During the inspection of premises, the licensee shall fix the point of supply and the place where the meter shall be installed, in consultation with the consumer:

Provided that the service line shall be laid at an accessible location and the meter shall be fixed at the entry point of the premises in such a manner that it is protected from elements like rain etc. and is easily accessible for reading purpose without getting the premises unlocked or opened in accordance with clause 8.9 and 11.64 of this Code;

4.25 Licensee shall record the correct full postal address of the premises, if not properly provided in the application form, and note down landmarks near the premises and the pole number from where service connection is proposed to be given;

4.26 When the consumer's premises has no frontage on a street and the service line from the licensee's mains has to go upon, over or under the adjoining premises of any other person (whether or not the adjoining premises be owned jointly by the consumer and such other person), or in any other case, the consumer shall bring at his own expense necessary way-leave, license or sanction for extension of distribution mains and service line and furnish it to the licensee. The licensee shall not arrange supply of electricity until the way-leave, or sanction is received. It shall not be incumbent on the licensee to ascertain the validity or adequacy of way-leave, it shall be the responsibility of the consumer to ensure this. Any extra expense incurred in placing the supply line in accordance with the terms of the way-leave, or sanction shall be borne by the consumer.

4.27 In the event of the way-leave, or sanction being cancelled or withdrawn, the consumer shall, at his own cost arrange for, or in case the work is carried out by the licensee at the consumer's request, pay full cost of any diversion of the service line or the provision of any new service line thus rendered necessary. In case of non-payment or delay in payment, supply of consumer is liable to be disconnected.

4.28 In case it is possible to extend supply from the existing mains, the licensee will forward to the consumer, within 5 working days in urban areas and 7 working days in rural areas, an advice for the service connection the amount of security deposit and any other charges as applicable. The amount shall be payable in full within 15 days, after which the work for laying the service line may be taken up. In the advice (demand note) it shall be mentioned that after payment the consumer shall execute necessary agreement, and shall submit test report after laying of service line for availing the connection.

4.29 In case it is necessary to extend distribution line for giving supply to the consumer, the licensee will forward to the consumer, within 10 working days in urban areas and within 15 working days in rural areas, an advice (demand note) containing the charges for extension of the distribution line, the amount of security deposit and any other charges as applicable and will also intimate additional formalities, if any, to be carried out by the consumer including execution of agreement and submission of test report after laying of service line for availing connection. The amount shall be payable in full within 15 days along with completion of other formalities, after which the work for laying the distribution lines can be taken up.

4.30 In case the consumer fails to complete the formalities within the time stipulated in demand note, the licensee shall give him notice to complete the formalities within the next 15 days failing which, his application for supply shall be cancelled under intimation to consumer. Thereafter the consumer shall have to apply afresh along with processing fees.

4.31 On payment of necessary charges including security deposit and execution of agreement the licensee shall take up the work of extension of distribution line. The extension work shall be completed within maximum period of 60 days for the LT consumer (excluding pump), 90 days for HT consumers and 180 days for EHT consumers. For agriculture pump permissible period for extension is 90 days when access to field is available and 180 days when access to field is not available. The responsibility of way leave clearance shall rest with consumer. The licensee after completion of extension of mains up to consumer's premises, and after being ready to release the connection, shall issue a notice as per clause 4.6 of this Code.

4.32 In case the line extension work is executed by the licensee after payment of estimated cost of work. The licensee within 90 days after completion of work shall come out with actual expenditure incurred in the extension work and refund the excess amount collected if any within above stipulated time. In case of delay in refund the licensee have to pay interest @1% per month or part thereof on amount refundable. For this purpose, date of issue of notice as

per clause 4.6 of this Code shall be considered as date of completion of work. In case the amount of actual expenditure incurred is found more than estimated and collected, the same is recoverable from consumer. If the consumer does not pay, the same can be added in regular monthly bill after giving due notice to consumer and action be taken for recovery.

4.33 In case the consumer prefers to execute the line extension work by himself after paying the supervision charge to the licensee, the consumer shall give advance intimation in writing to the licensee about commencement of extension work for taking up necessary supervision of the work by licensee. The consumer shall have to obtain necessary statutory clearance in advance before commencement of the work. The consumer shall also complete the extension work within the time schedule prescribed in clause 4.58 of this Code, and shall intimate the date of completion of extension work in writing to licensee.

Release of LT connection:

4.34 On receipt of test report and document related to other necessary statutory clearances and intimation that the installation work in consumer's premises and service line work have been completed, the licensee shall inform the consumer, within 3 working days, the date of inspection/testing of the consumer's installation, if inspection is required to be carried out. In such case, the licensee shall inspect and test the consumer's installation as required of him under regulation 31 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 (hereafter CEA Safety Regulation) in the presence of the applicant or his authorized representative and his Licensed Electrical Contractor. If on inspection, the licensee finds any defect (e.g. consumer's installation not completed, bare ends of conductor/joints not properly covered with insulating tape, wiring of such nature that it is dangerous to life/property, etc.), he shall intimate the same to the applicant preferably on the spot under proper receipt.

4.35 The applicant shall get all defects / rectified within 10 working days from receipt of intimation of defects as specified in clause 4.34 of this Code and inform the licensee in writing under acknowledgement. In case the applicant fails to rectify such defects or fails to inform the licensee about rectification of defects within above time limit, the application form shall stand lapsed and the applicant will have to apply afresh. The licensee may grant additional time to the applicant for completion of works, in case the applicant submits a written request for the same, within 10 working days from receipt of intimation of defects.

4.36 On receipt of information from the applicant about removal of defects, the licensee shall on the spot stipulate a date for re-inspection of applicant's premises in mutual consultation with the applicant, under-written acknowledgment. The date of re-inspection must be scheduled within 3 working days in urban areas and 5 working days in rural areas from the date of receipt of such information after payment of necessary fee.

4.37 If on re-inspection the defects pointed out earlier are found to persist, the licensee shall again record the same and hand over a copy of the same to the applicant or his authorized representative available on site. The application form shall then stand lapsed and the applicant shall be informed accordingly in writing under acknowledgement:

Provided that if the applicant feels aggrieved by the licensee's action or omission, the applicant may file his representation to the concerned Electrical Inspector.

4.38 If satisfied with the test results, the licensee shall arrange to install and seal the meter in presence of the consumer and release the connection within the stipulated time specified in this Code. A cubical for housing the meter shall be provided by the licensee.

4.39 The recommended size and ratings of cable for service connection, transformers and power load are shown in Annexure 10. For single phase connection twin core cable and for 3 phase connection four core cable shall be used for service connection.

4.40 On request of HT industrial consumer, licensee may provide a separate independent LT connection in same premise of HT industrial connection, to meet out its essential load during emergency on non-availability of supply in HT connection, subject to following conditions:

(i) Maximum permissible connected load 20 KW

(ii) Billing shall be done at non-domestic tariff.

(iii) Consumer will be required to pay necessary charges including cost of extension, service connection charges and security deposit as per prevailing rates.

(iv) The LT connection should be separate and isolated from installation from which power is used in HT connection, and in no way inter-connected with HT installation.

(v) The consumer shall be required to make foolproof arrangement to the satisfaction of licensee to ensure that there should not be any possibility of feed back from one supply to other. In such case LT connection can be disconnected.

(vi) Separate LT agreement to be executed and sub clause (iv) and (v) above will be incorporated in LT agreement.

(vii) LT connection will be provided when there is no outstanding dues against HT connection.

Release of HT/EHT connection:

4.41 On receipt of an application form for supply of electricity at HT/EHT the licensee shall inform the consumer in writing the date of inspection of the site to examine the feasibility of the supply applied for within 5 working days. The consumer or his authorized representative shall remain present at the time of inspection. In case supply at EHT / connectivity at EHV sub-station is required, the applicant may submit a copy of application to transmission company simultaneously for connectivity. The distribution licensee and the Transmission Licensee shall carry out joint inspection, check the feasibility of supply, fix the take off point, point of entry of the supplier's line, the position of meter, metering equipment and other equipments of the supplier. The transmission licensee shall intimate the feasibility of connectivity or otherwise within 30 working days of receipt of the application forms and issue demand note for estimate of charges after sanctioning the estimate within 60 days after issue of feasibility report. After payment of necessary charges related to extension of EHT system Distribution Company shall carry out load sanction, and issue demand note for payment of security deposit and execution of agreement by consumer.

4.42 In case of HT connection where connectivity is from distribution system, feasibility certificate shall be issued within 15 days of receipt of application form. Further within 30 days of issue of feasibility certificate licensee shall communicate sanction of estimate and demand note indicating the amount of security deposit and other charges relating to execution of agreement. Meter shall be fixed at entry point of premises in such a manner that it is protected from rain etc. and is easily accessible without getting premises unlocked or open for reading purpose. The last span of an HT connection shall be preferably through the Aerial Bunched Cable, and all connections of CT/PT and meter shall be through armoured cable for both HT and EHT connections.

4.43 Supply to HT industrial consumers shall normally be given through HT feeder exclusively meant for industries. Supply through a separate feeder from the nearest 33/11 KV or EHT substation should be preferred in case of continuous process industries or load of 3 MVA or more. In no case should a line connecting two EHT sub-stations (i.e. trunk line) be tapped for giving supply to any consumer.

4.44 Supply to HT consumer (both at 11 KV or 33 KV) shall normally not be extended from a rural feeder. If supply is given from a rural feeder, the consumer shall be informed that the supply shall be restricted and regulated in accordance with the restrictions imposed on the rural feeders as per grid conditions. Such consumer may be required to furnish a declaration to the licensee that no claim for indemnification shall be made by the consumer for the restrictions in supply.

4.45 At the point of supply, the HT & EHT consumers shall provide suitable protective devices as per the provisions of regulation 35 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010. The co-ordination of protection system of consumer with licensee's system shall have to be approved by the licensee before commencement of supply. Meters, and associated equipment shall be installed by the licensee at the point of supply.

4.46 HT (33KV and 11KV) consumers shall install step-down transformers with a vector group with delta winding on the high voltage side and star winding on the low voltage side, with the neutral terminal brought out and solidly earthed. The transformer may preferably be energy efficient.

4.47 The consumer after completion of installation work in his premises shall furnish to the licensee permission from electrical inspector to energize the installation and environment clearance wherever applicable. In case of mines permission from Inspector of Mines shall have to be furnished.

Damage to licensee's equipment in consumer's premises:

4.48 The meter and its accessories etc. must on no account be handled or removed by anyone who is not an authorized employee/representative of the licensee. Seals which are fixed on the meters/metering equipments and meter box must on no account be tampered with, damaged or broken. It is the consumer's responsibility to keep in safe custody the licensee's equipments and seals on the meters/metering equipments within the consumer's premises.

4.49 In the event of any damage caused to the licensee's equipments within the consumer's premises by reason of any act, neglect or default of the consumer or his employees, the cost thereof as claimed by the licensee shall be payable by the consumer. If the consumer fails to do so within 30 days after demand, it shall be treated as a contravention of the terms and conditions of this code and the electricity supply is liable to be disconnected, after due notice. The consumer shall however be liable to pay the charges as per the provision in relevant tariff order and shall have to clear the outstanding dues before reconnection as per provision in clause 10.19 of the Code.

Dedicated Feeder

4.50 Consumers desirous of getting power supply from dedicated feeder may request for such facility to the licensee. The dedicated feeder may be extended from the substation to the consumer's point of supply. In such cases the consumer shall be liable to pay the cost of bay and all protection switchgears and its accessories provided at the substation for this feeder in addition to the cost of laying of the feeder. On receipt of such request, the licensee will check the feasibility based on merit of providing a dedicated feeder to the consumer's premises. Such dedicated feeder shall be the property of the licensee and shall be maintained by the licensee. Such feeder shall not be used to extend supply to any other consumer within the initial period of two years from the date of its commissioning without written consent of the consumer who has paid the cost of line and bay.

4.51 **Basis for assessment of light and fan load for LT connections:**

For assessment of load of a building / group of buildings or multi-consumer complex, the following norms shall be adopted:

		Load
(i)	***Residential Use***	
	For every 400 sq. ft. built up area or part thereof	1 KW
	Provided that the assessment of load for houses for economically weaker section (EWS) being constructed under any scheme of the Govt., shall be as follows:-	
	Up to 400 sq. ft. built up area in the area of :-	
	a. Municipal Corporation (Nagar Nigam)	1 KW
	b. Municipal Committee (Nagar Palika)	0.75 KW
	c. Nagar panchayat / Grampanchayat	0.50 KW
(ii)	***Non-Residential Use***	
	(a) For every 200 sq. ft. built up area or part thereof	1 KW
	(b) 1000 sq.ft. built up area or part thereof for shed / godown / school	1 KW

For assessment of load of a housing colony and non- residential plots in the housing colony the following norms shall be adopted:

(i)	***For residential colonies***	
	For every 500 sq. ft. plot area or part thereof	1 KW
(ii)	***For non-residential plots***	
	For every 200 sq. ft. plot area or part thereof	1 KW

Note:

(i) The aforesaid norm for assessment of load shall not be applicable where consumer applies for demand bases tariff connection.

(ii) Load assessment shall be done as per the plan approved by the competent authority.

(iii) The load of the common facilities like lift, water pump, street lights etc. shall be taken as declared by the developer/builder/society/consumer.

(iv) The aforesaid procedure for estimation of load is for the purpose of bringing about uniformity in the assessment of the load and for providing infrastructure. However, security deposit, etc. shall be worked out on the basis of the actual load as requested by the consumer and individual consumer(s)/multi consumer complex and housing colony(s).

(v) For the purpose of computation of load, the built up area of individual consumers in the case of residential multi-consumer complexes shall be taken whereas in the case of non-residential multi-consumer complexes the entire built up area of the comnlex shall be taken.

(vi) However, the applicant may apply for more than computed load based on his actual need and in such cases the infrastructure is to be developed for the load requisitioned.

4.52 **Supply to Multi-Consumer Complex and Housing colonies-Special conditions:**

(i) A building or a group of buildings which normally require(s) one or more than one LT connection and for a total load of 50 KW or above, assessed as per clause 4.51 of this Code, shall be treated as multi-consumer complex for the purpose of electric supply. A multi-consumer complex shall include residential, non-residential and commercial complexes, housing colony, office complexes, educational and training institutions etc.

(ii) Supply to a multi-consumer complex shall be arranged through a separate distribution transformer of adequate capacity but not less than capacity of 100 KVA. The cost of extension including 11 KV line, distribution transformer and L.T. lines/ cables shall be borne by the developer/ builder/ housing society/ group of consumers/ consumer, who applies for the connection. The applicant shall have to provide suitable space required for the construction of the distribution transformer substation free of charge.

(iii) In case no outdoor space can be provided by the applicant for installation of distribution transformer / sub-station or if the applicant wants to install the transformer sub-station indoor, the required space for housing the transformer substation and meters shall be provided by him free of cost for which rent or premium shall not be payable by the licensee. In such case transformer shall be of dry type apart from being energy efficient and all safety measures as per prevailing rules and regulations should be taken up and followed.

(iv) If such an applicant wants to lay 11 KV and/or LT line through underground cable, he shall be allowed to do so subject to the condition that the relevant Indian Standards are followed.

(v) If such applicant wishes to provide transformer of rating more than 315 KVA, 11/0.4 KV with special type of protection equipment (with ISI mark), such consumer shall have to install one extra transformer unit of same capacity. The applicant shall bear the cost of extension of 11KV line, sub-station bay, if any, distribution transformer and LT lines / LT cables.

(vi) In case the total load of the multi-consumer complex/housing colonies including all phases exceeds 1500 KW, assessed as per clause 4.51, the applicant shall provide necessary land measuring not less than 40 x 30 meters at a token premium of Re.1, for construction of 33/11 KV sub-station by the licensee. The location of the same shall be selected by the Engineer in-charge of the area in consultation with the applicant.

(vii) If a building/ group of buildings come(s) under the category of multi-consumer complex or housing colony due to additional construction or additional requirement of load, and if a separate distribution transformer of sufficient capacity for giving supply to such building(s) was not provided earlier then, it will be provided at the cost of the applicant. In case, for such purpose, capacity of the existing distribution transformer substation is required to be augmented, the same may be done by the licensee at the cost of the applicant. Further, in case the total load of multi consumer complex/housing colonies including all phases (existing and adjacent proposed) exceeds 1500 KW, applicant has to provide land measuring not less than 40x30 meters for construction of 33/11 KV sub-station at a token premium of Rs./1-.

4 53 Supply in under developed colonies – special provisions:

There are instances of cluster of plots or houses, developed and constructed, either fully or partly, by developer/builder for which necessary permissions/sanctions from the State Government/local bodies/competent authorities under the appropriate laws and rules for colonies have not been obtained and extension of line work has not been completed. In such cases generally the individual buyer of plots /houses may apply for electricity connection. The connections may be served to such individual consumers on payment of proportionate cost of external electrification by such applicants. The proportionate cost for single phase and three phase connection which shall be worked out on the basis of the average cost of electrification of housing colonies/multi-consumer-complexes, sanctioned in the past in licensee's area. Such charges shall be approved by the Commission from time to time. Extension works for such applicants or colonies shall be done subject to realisation of minimum of 25% of the cost of extension including 11KV line and transformer sub-station, required to release connections to present applicant(s). If the amount payable by the applicant(s) is found less than 25% of the cost of extension, the applicants shall have to pay the excess cost of estimate in proportion to the load applied so as to enable the licensee to carry-out the extension work. For subsequent connection in said colony consumers shall have to pay extension charge fixed by the Commission even where no extension is involved to compensate the expenditure already incurred by the licensee. However, if further extension is involved for the subsequent applications same procedure be followed.

An Illustration in this respect is shown in Annexure 13(A).

4.54 Supply to LT Agriculture/irrigation pumps sets-Special Conditions:

(i) Electricity supply to agriculture/irrigation pump set, may also be given to a registered co-operative society of consumers or to a group of farmers recognized by the licensee, at one point.

(ii) The limit to which expenditure may be incurred by the licensee for supply of electricity to agriculture/irrigation pump shall be fixed by the Commission if any from time to time. Expenditure involved in giving supply in excess of the limit fixed by the Commission shall be borne by the consumer.

(iii) The consumer shall be intimated within 30 days of inspection whether the licensee can take up the work with its own funds or whether the work can be taken up only after the extra cost of the works is deposited by the consumer, if extension of line is required. The licensee shall inform the consumer accordingly and also intimate the exact amount required to be deposited by the consumer.

(iv) In case the State Government wishes to bear the cost involved in giving supply to agriculture pumps either fully or partly, such subsidy amount should be deposited with the licensee in advance. The licensee should also explore the possibility of taking up the work of extension of distribution mains and/or augmentation of distribution transformer capacity, if required, to supply electricity to irrigation pumps through financial assistance available under any scheme of the State or Central Government or financial institution like REC, etc.

4.55 **Supply for Public Street Lights- Special Provisions**:

(i) Application for supply of electricity to public street lights shall be submitted in the prescribed form (Annexure-1) to the local office of the licensee by the Municipal Corporation or Municipality or Nagar Panchayat or Gram Panchayat or local body or any Government Department or any other organization made responsible by the State Government to maintain public street lights (which shall herein after be called by the generic term 'local body').

(ii) Application for public street lights shall be accompanied by resolution of the local body and the sketch indicating the number of poles. existing or new, where streetlights are required. The licensee shall not provide a new street light connection or additional street light points if the local body has any electricity dues against it.

(iii) The local body shall bear the cost of arranging of electricity supply to public streetlights as provided in clause 4.3 of this Code.

(iv) The licensee shall intimate the cost of extension, if required, in writing, within 15 days in urban areas and within 30 days in rural areas from the date of application form. The work shall be taken up only after the amount is deposited and necessary agreement is executed by the local body.

(v) A suitable double compartment weatherproof box be provided by the licensee, to house the energy meter

(vi) The fixtures, bulbs/timer etc. shall be supplied by the consumer and replaced by the licensee within 7 days of receipt. The timer shall be set to switch on street lights fifteen minutes before sunset and switch off the street lights fifteen minutes after sunrise. The licensee shall carry out switching on and switching off of street light/replacement of fixtures/bulbs/timer, etc. on the poles on the request of the streetlight consumers. All such services shall be on chargeable basis. Maintenance work of special street light support such as on tubler

support, high mast light with under ground wiring etc. executed by local body shall be done by local body only.

(vii) New connection for public street line in urban area be preferably with suitable timer.

4.56 **Supply to small / cottage industry – special provisions:**

In order to rationalize the cost of extension payable by small / cottage industries up to 25 HP load, the average cost of extension based on such sanction in the past in licensee's area may be worked out separately for urban and rural area and got approved by the Commission. This cost of extension shall be payable by the consumer for small / cottage industry up to 25 HP load on per HP basis, irrespective of any extension is required or not. The extension work wherever required can be done subject to realization of minimum 50% of cost of extension required to release the connection on the basis of per HP rate approved by the Commission and load applied. In case the estimated cost of extension is found more than twice the amount payable by the applicant on the basis of rate approved by Commission and load applied the applicant have to pay the excess cost of extension in addition to the cost of extension per HP basis as fixed by the Commission.

An illustration in this respect is shown in Annexure 13 (B).

This facility will be available till charges for extension of line for release of connection to such category of consumer is decided by the commission under Miscellaneous and General Charges if any as specified in clause 4.3 of this Code.

One point supply to group of connections

4.57 In order to encourage HT connection instead of individual connections to group of LT consumers in residential colonies or commercial complexes, the Commission may consider to provide certain percentage of rebate to such HT consumer in the applicable HT tariff. The distribution company may install 11/.4 KV transformer, its related HT & LT protective devices and maintain the distribution transformer by billing the monthly charges as approved by the Commission. This will avoid initial capital investment by consumer for installation of transformer sub-station and will give relief to the consumer from routine maintenance of transformer.

The distribution company may take up the matter with Commission through petition after proper study and evaluation, which will be approved by the Commission after following due regulatory process.

4.58 Schedule for completion of various activities relating to new connection and increase of load

The licensee shall process and give supply of electricity to various consumers within the time specified in the table below. For the purpose of this code urban area means area of Nagar Nigam, Nagar Palika and Nagar Panchayat and other than urban area means rural area:

Sl. No.	Type of Service	Time Limit for Rendering the Service
1	**Low Tension (LT) connection**	
a)	Notice of inspection on receipt of complete application form	3 working days
b)	Inspection after sending notice	
	Urban areas	2 working days
	Rural areas	5 working days
c) i)	Issue of demand note after inspection to the applicant for payment of estimated charges (if extension work is not required and the connection is to be given from the existing network)	
	Urban areas	5 working days
	Rural areas	7 working days
ii)	Issue of demand note after inspection to the applicant for payment of estimated charges (if the extension work or enhancement of transformer capacity is required)	
	a) Urban areas	10 working days
	b) Rural areas	22 working days
d)	Where no extension is required/after completion of extension work - Release of connection after payment of necessary charges, execution of agreement and submission of test report by the applicant after completion of extension work/ where no extension required,	
	a. Urban area	10 working days
	b. Rural area	15 working days
e)	Completion time for extension of work where extension /augmentation of distribution main is required	
	a) All connections excluding agriculture	60 days
	b) Agricultural connection when clear access to fields is available	90 days
	c) Agricultural connection during season when no clear access is available	180 days from the date access is made available
2.	**High Tension (HT) Connection**	
	a) Informing feasibility after receipt of the application form	15 working days
	b) Issue of demand note of estimated charges (after the date of issue of notice of feasibility)	30 days
	c) Completion time for extension of works after payment	90 days
	d) Serving of connection after payment of necessary charges and execution of agreement by the applicant, subject to receipt of clearance from Electrical Inspector within reasonable time after completion of extension work	30 days
3.	**Extra High Tension (EHT) Connection**	
	a) Informing feasibility after receipt of the application form including connectivity consent required if any	30 days
	b) Issue of demand note of estimate charges after issue of notice of feasibility	60 days
	c) Completion time of extension work after payment	180 days
	d) Serving of connection after payment necessary charges and execution of agreement by the applicant subject to receipt of clearance from Chief Electrical Inspector after completion of extension work	30 days

4.59 **Temporary Power Supply for LT and EHT/HT connection:**

(i) Any person requiring supply of electricity for a purpose that is temporary in nature, and for a period of one year or less, may apply for temporary power supply in the prescribed form (Annexure- 1 or 2) along with documents prescribed in clause 4.16 and 4.17 of this Code. The applicant shall also furnish the proof of occupation of premises or NOC from owner of premises as the case may be. If the supply is required at a place owned by local authority, NOC from local authority is required. A temporary supply shall be initially for a period maximum up to one year subject to extension based on technical feasibility at the time of extension.

(ii) Release of temporary connections is not a matter of right. It can be given only when it is technically feasible and subject to compliance of safety requirements as specified in CEA Safety Regulation, 2010.

(iii) In case temporary supply is required for construction purposes, where permanent connection will be required subsequently, feasibility of permanent connection shall first be examined prior to sanction of temporary connection. The feasibility of subsequent permanent connection shall be informed to the applicant before serving temporary connection.

(iv) The grant of temporary connection does not create a right in favour of the applicant for claiming a permanent connection, which should be governed by provisions of the Act and Regulations.

(v) If extension work is involved and is to be executed by the license at the request of the consumer then the licensee shall intimate to the applicant the charges to be paid for laying and also dismantling the extension work, meter rent together with the charges for the estimated monthly consumption and the rental of equipment and material.

Provided the consumer shall have the option either to take back the material used for temporary connection or receive credit of the depreciated value, as per prevailing rules, for materials dismantled and returned to stores, in good condition, after disconnection of supply. Licensee may recover security deposit from consumer for line or plant as per clause 6.3 of this Code.

(vi) An amount equal to estimated bill for three months or for the period of temporary connection requisitioned whichever less is payable before serving temporary connection, subject to replenishment from time to time and adjustment in the last bill after disconnection. In case the consumer fails to pay the bills in time and the advance with the licensee does not cover the charges for the balance period, the supply is liable for disconnection.

(vii) The licensee shall release the supply maximum within 3 working days of payment of charges and compliance of other requirements by the consumer, where extension of distribution mains is not required. Where extension of distribution mains is required, the supply shall be released within the 30 days in case of LT consumers, 60 days in case of HT/EHT consumers.

(viii) The consumer shall be responsible for upkeep of the line from the distribution mains to the point of supply.

(ix) The regular readings of the meter may be taken during the period of the temporary connection to ensure that the charges payable for actual consumption do not exceed the advance payment received. A month for the purpose of billing of temporary supply shall mean 30 days from the date of connection or part thereof.

(x) For extension of the period of temporary supply, the consumer shall apply to the licensee in writing at least 7 working days before the date of expiry of temporary supply.

(xi) After, the period of temporary supply is over and supply has been disconnected, the licensee shall prepare the final bill and send it to the consumer within 30 days from the date of disconnection of supply and return the balance amount, if any, within 90 days after disconnection of supply or within 60 days of submission of original money receipt or indemnity or declaration in case of loss of receipt by the consumer whichever is latter. The licensee will be liable to pay simple interest @ 1% per month or part thereof on the amount of refund outstanding from the due date of refund. The consumer may mention the desired mode of refund in application form.

Exceptions:

4.60 Nothing contained in this chapter shall be taken as requiring a licensee to give supply of electricity to any premises if he is prevented from doing so due to force majeure conditions as given in clause 13.1..

4.61 Provided that in case temporary supply is required in premises/place where 100 or more persons are likely to assemble, applicant shall submit NOC from District Magistrate and clearance of Electrical Inspector.

4.62 Provided further that in case any permit/NOC is withdrawn by the competent authority after energization of connection, supply shall be disconnected forthwith and shall be reconnected only after the permit/NOC is restored.

4.63 If there are outstanding dues on the premises, temporary connection shall not be given till such dues are paid by the consumer in full.

CHAPTER 5: GENERAL CONDITION OF SUPPLY

Point of Supply:

5.1 Unless otherwise agreed to, the point of supply shall mean the point of incoming terminals of the switch gear installed by consumers:

(a) cut-outs /MCB in the case of LT consumers; and

(b) control switchgear that may be installed in the licensee's or consumer's premises as agreed mutually in the case of HT or EHT consumers.

5.2 Supply shall be given at a single point in the premises otherwise as provided as clause 4.20 of this Code. However, in case of coal mines the licensee may provide supply at more than one point to consumer having regard to the physical layout of the installation and the requirements of the consumer. One of the connections of an existing industrial consumer who has two different connections for supply for the same purpose, if any, in his premises shall be discontinued on expiry of their present agreement after issue of 15 days notice.

Licensee's Equipment at Consumer's Premises

5.3 The consumer shall provide free of cost to the licensee necessary land belonging to the consumer and provide all reasonable facilities for bringing in not only the direct cables or overhead lines from the licensee's system for serving the consumer, but also cables or overhead lines connecting licensee's other consumers and shall permit the licensee to install all requisite switchgears and connections thereto on the above premises and to extend supply to such other consumers through the cables and terminals situated at the consumer's premises, provided supply to the consumer in the opinion of the licensee is not thereby unduly affected.

5.4 The licensee is responsible for maintaining the meters and equipments, installed at consumer's premises from where electricity is supplied to the consumer.

Failure of fuse / supply:

5.5 If the licensee's service fuse blows off at any time, complaint thereof should be made to the licensee's call centre / local office as specified. Only authorized employees / persons possessing the photo-identity card of the licensee are permitted to replace these fuses in the licensee's cut-outs. Consumers are not allowed to replace these fuses. The licensee should not allow its employees / authorized persons to carry out any repairs in the consumer's installations.

5.6 The licensee shall take all reasonable precautions to ensure continuity of supply of electrical energy to the consumer but shall not be responsible for or liable to the consumer for any loss to him or damage to his plant and equipment due to interruptions in supply of electrical energy due to force majeure conditions provided in clause 13.1 of this Code

5.7 The licensee shall always be entitled for the purpose related with the working of its supply system to temporarily discontinue the supply for such period as may be necessary, subject to reasonable advance notice being given in this behalf, with the object of causing minimum inconvenience to the consumer.

Protection system after point of supply-

5.8 As per provision in regulation 35 of Central Electricity Authority (Measures relating to safety and electric supply) Regulations 2010 (hereinafter CEA Safety Regulation) the following controls shall be installed by the consumer after the point of supply so as to be readily accessible and capable of being early operated to completely isolate the supply to the installation. Such equipment being in addition to any equipment installed for controlling individual circuits or apparatus namely

(i) A linked switch with fuse or a circuit breaker by consumer of voltage which does not exceed 650 V.

(ii) A linked switch with fuse(s) or a circuit breaker for consumers having aggregate installed transformer/ apparatus capacity up to 1000 KVA if supplied at voltage of 11 KV and 2500 KVA if supplied at a voltage of 33 KV.

(iii) A circuit breaker along with linked switch by consumers having an aggregate installed transformer/ apparatus capacity above 1000 KVA if supplied at 11 KV and above 2500 KVA if supplied at 33 KV.

(iv) A circuit breaker of appropriate capacity by consumer availing supply at voltage exceeding 33 kV

Protection system for individual transformer-

5.9 Every individual transformer shall have following protective equipments:

(i) A circuit breaker of adequate rating on both primary and secondary side of transformer having capacity 1000 KVA and above.

(ii) A linked switch with fuse or circuit breaker of adequate capacity on both primary and secondary side of transformer having capacity below 1000 KVA.

Provided that link switch on primary side of transformer may be of such capacity as to carry the full load current in closed condition and magnetising current of transformer at the time of opening on no load condition.

Distribution Transformer Sub-station (DSS)

5.10 As per provision in the Central Electricity Authority (Technical Standards for Construction of Electrical Plants and Electric Lines) Regulations, 2010 (hereinafter CEA Construction Standard Regulation). Particulars / parameters for distribution transformer/sub-station shall be as follows:

Parameter	33 KV	11 KV	0.415 V
Nominal system voltage (kV)	33	11	0.415
Highest system voltage (kV)	36	12	0.450

System earthing	Solidly earthed system	Solidly earthed system	Solidly earthed system
Frequency (Hz)	50	50	50
Lightning impulse withstand voltage (kV_{peak})	170	75	-
Power frequency withstand voltage (dry) (kV_{rms})	70	28	3

5.11 The distribution transformer can be indoor or outdoor type. The sub-station can be constructed underground where there is paucity of space or for supply to underground installations. Dry type transformers only shall be installed for installation inside residential and commercial buildings. Transformer in flood prone areas shall be above the expected water level during flood.

5.12 The maximum losses of oil filled distribution transformers shall not exceed as that for at least three star rating transformer specified by Bureau of Energy Efficiency (BEE).

Transformer Mounting Structure:

5.13 The following types of transformer mounting arrangement may be provided.

(1) The transformer shall be mounted on a single pole, double pole structure or on a plinth depending upon site requirements, size and weight of the transformer.

(2) Direct single pole mounting shall be used for transformer upto 25 kVA only.

(3) The transformers of more than 25 kVA and upto 250 kVA can be mounted on double pole structure or on plinth. Transformers above 250 kVA shall be mounted on plinth only.

Protection of transformer

5.14 For 33/.4 kV transformer, suitable high rupturing capacity cartridge fuses or moulded case circuit breakers (MCCB) or miniature circuit breakers (MCB) or air break switch shall be provided on low voltage side of transformers. The high voltage side of these transformers shall be protected by drop out expulsion type fuses or circuit breakers.

5.15 For 11/.4 kV transformer suitable high rupturing capacity cartridge fuse or MCCB or MCB or Air break switch shall be provided on low voltage side of transformer of 100 KVA and above. The high voltage side of these transformer shall be protected by drop out expulsion type fuses or circuit breakers.

5.16 Surge arresters of rating 9 kV on 11 kV, 20kV on 22 kV and 30 kV on 33 kV outdoor type shall be used for diverting the lightning surges to earth.

Earthing of transformer

5.17 Connectivity of equipments with earthing shall be as follows:

(1) Pipe earthings or rod earthing shall be provided for the distribution sub-station complying with relevant IS. Three (3) Nos. earth pits with three grounding electrodes shall be provided. Adequate to keep the earth resistance low.

(2) Earth connections shall be made as under:

(a) To one of the earth electrode:

One direct connection from the high voltage surge arrester and another direct and separate connection from low voltage surge arrester if low voltage surge arrester is provided.

(b) To each of the remaining two electrodes:

(i) Separate connection from the neutral side of the transformer.

(ii) Transformer body earthing 1 No., one connection from the handle of the 33 kV or 11 kV air break switch, and channel earthing.

(iii) One separate connection from the earthing terminal of the poles.

(3) The transformer neutral earth pit shall be independent just opposite the surge arrester earth pit.

Reactive Compensation for transformer:

5.18 The following points be taken into consideration at the time of reactive compensation:

(1) Where the power factor is low, reactive compensation shall be provided on the distribution transformers by fixed or automatic switched type capacitors of adequate rating.

(2) In case of fixed capacitors, it shall be ensured that the rating of the capacitors is such as to prevent over compensation during off peak period.

(3) In cases where loads fluctuate very fast, a suitable dynamic compensation switched capacitors shall be considered.

Setting of protective equipment of HT Consumers:

5.19 All transformers, switch-gears and other electrical equipments in the installation of the consumer and also those directly connected to the feeders or lines of the licensee shall be of suitable design and be maintained by the consumer to the satisfaction of the licensee. The setting of fuses and relays on the consumer's control gear, as well as the rupturing capacity of any of his circuit breakers, shall be subject to the approval of the licensee. The rupturing capacity of circuit breaker shall be at least 20% more than the fault level where circuit breaker is proposed to be installed to meet out future increase of fault level.

Apparatus interfering with licensee's system

5.20 The licensee may discontinue the supply giving reasons if the consumer installs any instrument, apparatus that are likely to affect adversely, the supply to other consumers by giving 24 hrs notice to the consumer.. Supply shall be restored on taking appropriate remedial action by the consumer to the satisfaction of the licensee

Prior approval from Electrical Inspector

5.21 Notwithstanding the provisions under clause 5.8 and 5.9 of the Code, it is necessary that the HT & EHT consumer should obtain prior approval of the Electrical Inspector about the suitability of protective devices or circuit breakers and its charging in accordance with the provisions of the prevailing laws, rules and regulations and shall be submitted to licensee before availing connection. Manufacturer's test certificate in respect of all H.T. apparatus shall be produced, if required.

Distinction of different circuits:

5.22 The owner of every generating station, sub-station, junction-box or pillar in which there are any circuits or apparatus, whether intended for operation at different voltages or at the same voltage, shall ensure by means of indication of permanent nature that the respective circuits are readily distinguishable from one another.

Danger Notices:

5.23 The owner of every installation of voltage exceeding 250 V shall affix permanently in a conspicuous position a danger notice in Hindi and English.

Inspection and Testing of Consumer's Installation

5.24 Before any wiring or apparatus in the case of low-tension consumer, is connected to the system, it shall be subject to inspection and approval of the licensee and no connection shall be made without the licensee's approval.

5.25 If the consumer's installation is found to be not safe for connection, the licensee shall advise the consumer in writing specifying the defects to be rectified. On receipt of intimation of rectification of defects, the licensee shall retest the installation.

5.26 The licensee shall levy no charge for the first test. Subsequent tests, necessitated due to faults found at the initial test shall be charged for in accordance with the rates approved by the Commission. The licensee will not accept any responsibility with regard to the maintenance or testing of wiring or apparatus on the consumer's premises.

Precautions against leakage before connection:

5.27 The supplier shall not connect with his works the installation or apparatus on the premises of any applicant for supply unless he is reasonably satisfied that

the connection will not at the time of making the connection cause a leakage from that installation or apparatus of a magnitude detrimental to safety which shall be checked by measuring the installation resistance as under in accordance with provision in regulation 35 of CEA Safety Regulation.

(i) all equipments shall have the insulation resistance (IR) value as stipulated in the relevant Indian Standards;

(ii) on application of 500 V DC between each live conductor and earth for a period of one minute the insulation resistance of installation and equipment of voltage not exceeding 650 V shall be at least 1 MEGA OHM or as specified in the relevant Indian Standards:

(iii) on application of 2.5kV-DC between each live conductor and earth for a period of one minute, the insulation resistance of installation and equipment of voltage exceeding 650 V but not exceeding 33 kV shall be at least 5 MEGA OHM or as specified in the relevant Indian Standards.

5.28 If the supplier declines to make a connection under the provisions of clause 5.27 of this Code, he shall convey to the applicant the reasons in writing for so declining.

Extensions and Alterations:

5.29 As per provision in regulation 29 of CEA Safety Regulation, no electrical installation work, including additions, alterations, repairs and adjustments to existing installations, except such replacement of lamps, fans, fuses, switches, low voltage domestic appliances and fittings as in no way alters its capacity or character, shall be carried out upon the premises of or on behalf of any consumer, for the purpose of supply to such consumer except by an electrical contractor licensed in this behalf and under the direct supervision of a person holding a certificate of competency. Extension or alteration of load to all high-tension installations will have to be approved by the Electrical Inspector and similarly for all extensions and alterations of electrical installation in mines will have to be approved by Inspector of Mines.

5.30 If as a result of such proposed extensions and alterations, there is possibility of an increase in connected load or contract demand over the sanctioned connected load or contract demand, the consumer shall take steps to submit requisition for additional supply. Failure to regularize the increase in connected load or contract demand may not only result in billing at the penal rates, as provided for under this Code, but may also result in disconnection of supply after due notice.

Access to Consumer's Premises for inspection of Consumer's Installation

5.31 The Distribution Licensee or any person duly authorized by Distribution Licensee may, at any reasonable time, and on informing the occupier of his intention, enter any premises to which electricity is, or has been, supplied by him, or any premises or land, under, over, along, cross, in or upon which the electric supply-lines or other works have been lawfully placed by him for the purpose of:

(1) Inspecting, testing, repairing or altering the electric supply lines, meters, fittings, works and apparatus for the supply of electricity belonging to the Distribution Licensee;

(2) Ascertaining the amount of electricity supplied or the electrical quantity contained in the supply; or

(3) Removing where a supply of electricity is no longer required, or where the Distribution Licensee is authorized to take away and cut off such supply, any electric supply-lines, meters, fittings, works or apparatus belonging to the licensee.

5.32 A licensee or any person authorized as aforesaid may also, in pursuance of a special order in this behalf made by an District Magistrate and after giving not less than 24 hours' notice in writing to the occupier:

(1) Enter any premises or land referred to in clause 5.31 of this Code for any of the purposes mentioned therein;

(2) Enter any premises to which electricity is to be supplied by him, for the purpose of examining and testing the electric wires, fittings, works and apparatus for the use of electricity belonging to the consumer.

5.33 Where a consumer refuses to allow the licensee or any person authorized as aforesaid to enter his premises or land in pursuance to the provisions of above clauses, or when such licensee or any person has so entered, refuses to allow him to perform any act which he is authorized by those clauses to perform, or fails to give reasonable facilities for such entry or performance, the licensee may, after the expiry of 24 hours from the service of a notice in writing on the consumer, cut off the supply to the consumer for so long as such refusal or failure continues.

5.34 The HT and EHT consumers shall maintain average monthly power factor as specified by the Commission in tariff order from time to time. Consumers shall be liable to pay penalty or receive incentive as may be specified by the Commission, from time to time, on account of variation from specified power factor. The licensee may discontinue supply, after due notice of 15 days, to any installation where the average monthly power factor is found less than 70% without prejudice to the right of the licensee to levy demand/ minimum charges as applicable during the period of disconnection.

PROTECTION AND EARTHING IN LT CONSUMER PREMISES:

Wiring and installation of equipments and apparatus in LT consumer's premises

5.35 For the protection of the consumer and the public in general, it is necessary that the wiring of the consumer's premises should conform to the Central Electricity Authority (Measures relating to safety and electric supply) Regulations 2010 (CEA Safety Regulations) and be carried out by a licensed electrical contractor. The materials used for wiring shall conform to the relevant specifications of the Bureau of Indian Standards or its equivalent Wherever applicable the materials used shall bear ISI mark. As soon as the consumer's installation for LT connection is completed in all respects and tested by the consumer's contractor, the consumer should submit to the licensee, the contractor's test report. The test report form for this purpose shall be submitted duly filled to the local office of the licensee before release of connection. It is important that the conditions stated therein are fully complied with, as otherwise there may be a delay in releasing the connection

5.36 Provisions of regulation 15 of CEA Safety Regulation should be complied with in respect of consumer's installation. Only linked switch to operate the earthed and live conductors simultaneously, shall be used in the consumer's installation.

5.37 The consumer's mains shall, in all cases, be brought back to the licensee's point of supply and sufficient cable shall be provided for connecting up with the licensee's apparatus.

Switches and Fuses:

5.38 The consumer shall provide proper linked quick-make and break main switches of requisite capacity to carry and break current in each conductor near the point of supply. The switches in the consumer's premises shall be on the live wire and the neutral conductor shall be marked for identification where it leaves the consumer's main switch for connecting up to the meter. No single pole switch or cut-out should remain inserted in any neutral conductor

Domestic appliances:

5.39 For the safety of the wiring at the consumer's premises, separate circuit for heaters, geysers, air-conditioners and for cooking apparatus like oven, micro wave oven shall be run with adequate size of wire from the main distribution board of the consumer. Wall plugs used on the circuits for domestic appliances shall be of the three-pin type, the third pin being connected to "earth". Two pin plugs shall not be allowed. All appliances used in bathroom for heating or washing purposes or in any damp location must be effectively earthed.

Earthed terminal on consumer's premises:

5.40 The supplier shall provide and maintain on the consumer's premises for the consumer's use, a suitable earthed terminal in an accessible position at or near the point of supply.

Provided that the consumer shall in addition to the aforementioned earthing arrangement, provide his own earthing system with an independent electrode.

5.41 The consumer shall take all reasonable precautions to prevent mechanical damage to the earthed terminal and its lead belonging to the supplier.

Earthing in consumer's premises:

5.42 As Safety provision for electrical installation for voltage not exceeding 650V consumer shall make following arrangements:

(1) Neutral conductor of three phase four wire system shall be earthed by not less than two separate and distinct connection with minimum two different earth electrodes or such large number as may be necessary to bring the earth resistance to a satisfactory value.

(2) Earth electrodes so provided shall be interconnected to reduce earth resistance.

(3) Neutral conductor shall also be earthed at one or more points along the distribution system in addition to any connection with earth which may be at consumer's premises.

(4) In case of system comprising electric supply lines having concentric cables, the external conductor of such cables shall be earthed by two separate and distinct connections with earth.

(5) The frame of every generator, motors, transformers and any other apparatus used for regulating or controlling electricity exceeding 250 V but not exceeding 650 V shall be earthed by two separate and distinct connections with earth.

(6) Neutral point of every generator and transformer shall be earthed by connecting it to the earthing system by not less than two separate and distinct connection.

5.43 Gas and water pipes shall on no account be used for earthing purposes. All wiring shall be kept as far as possible away from gas and water pipes. Separate neutral and separate earthing be provided for alternate supply system such as diesel generating set, etc. Consumer has to ensure that there is no possibility of feed back of supply to the grid.

Testing of LT consumer's installation:

5.44 As per provision in clause 31 of CEA Safety Regulations, upon receipt of an application for a new or additional supply of electricity and before connecting the supply or reconnecting the same after a period of 6 months, the supplier shall either test the installation himself or accept the test results submitted by the consumer when the same has been duly signed by licensed electrical contractor.

5.45 Before taking the insulation test of the installation the wiring must be completed in all respect. All fittings must be connected to the conductors and all fuses must be placed all switches in on position before the test are carried out. A pressure of 500 V will be applied between installation and earth. (by megger) and the insulation resistance to earth after one minute charging shall be such as will not cause a leakage from the insulation exceeding on five thousandth part of maximum current demanded. The test between conductors should give at least half the result that to "earth".

5.46 If as a result of such inspection and test if the supplier is satisfied that the installation is likely to be dangerous, he shall serve on the applicant a notice in writing requiring him to make such modification as are necessary to render the installation safe and may refuse to connect or reconnect the supply until the required modification have been completed.

5.47 If during inspection the insulation resistance of the consumer's installation is found to be so low as to prevent safe use of energy, the licensee or his authorized representative after giving 48 hours notice shall, without prejudice to other actions as per law, disconnect the supply of power to the premises till the defects are removed, in accordance with regulation 34 of CEA Safety Regulation.

Rating of LT Installations:

5.48 All installations other than those of domestic category are subject to rating/re-rating by the licensee at its discretion in case the name plate rating is not clearly visible or doubtful. If the consumer is not satisfied with the rating determined by the licensee, he may get his apparatus rated by one of the Govt engineering institutes for determination of load of apparatus. Both the consumer and the licensee may depute their respective representatives to be present during the process of determination of rating of apparatus at the institute. The final report issued by the institute shall be accompanied with the details of test(s) conducted. The rating determined by the said institute shall be final and acceptable to both the consumer and the licensee.

Installation of AC Motors

5.49 No AC motor shall be connected to the low voltage system of the licensee unless the motor and the installation thereof has a suitable device to limit the starting current in accordance with the requirement indicated below.

5.50 Motors of low voltage shall be provided with control gear to satisfactorily prevent the maximum current drawal from the consumer's installation as shown in the following table under all possible conditions:

Nature of Supply	Size of Installation	Max. Current Demand
Single phase/ three phase	(a) Up to and including 1 BHP.	Six times full load current
	(b) Above 1 BHP and up to and including 10 BHP	Three times full load current
	(c) Above 10 BHP and up to and including 15 BHP	Two times the full load current
	(d) Above 15 BHP .	One and a half times the full load current

Failure to comply with these requirements shall render the consumer liable to be disconnected after issue of due notice by giving him atleast 15 days time for compliance. The licensee may, depending on the location and condition of working and on technical consideration, relax the starting current limit.

5.51 A triple pole linked switch protected by a no-volt release and triple pole fuses (or overload release) shall control the motor circuit. It is important that the release shall be maintained in good working order. Wiring for motors shall be run with all three-phase wire bunches in a metallic conduit, which shall be effectively earthed throughout and shall be connected to the frame of the motor from which two separate earth wires shall run. The minimum permissible size of the earth wire permitted shall be No. 14 SWG. Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010, as amended from time to time, shall be complied with in every respect.

Power Factor of Apparatus: Low Tension Shunt Capacitor:

5.52 Every L.T. Consumer except agriculture/irrigation consumer, whose connected load includes induction motor(s) of capacity of 3 BHP and above, shall arrange to install low tension shunt capacitors of appropriate capacity at his cost, across the terminals of his motor(s). Agriculture pump, consumers with connected load of more than 3 HP shall arrange to install low tension shunt capacitors of appropriate capacity. The recommended value of capacitor for direct application with terminal of induction motor of 1500 Revolution per minute (rpm) is shown in Annexure 11 as a general guideline. However, the consumer shall ensure that the capacitors installed by him are properly matched with the actual requirement of the motors so as to ensure average monthly power factor as specified by Commission in tariff order from time to time. Where the meters capable of recording power factor have been installed, the monthly power factor of connection shall be actual power factor recording, irrespective of the capacity of capacitors installed.

Provided that where meters installed are not capable of recording average monthly power factor of load, the capacitor of capacity indicated in Annexure 11 against the respective capacity of motor found in working condition will be considered in order.

5.53 Supply to LT installations with induction motor/s of capacity of 3 BHP and above shall not be given unless suitable capacitors to improve power factor are installed.

5.54 All LT consumers, other than consumers covered in clause 5.52 (i.e. other than agriculture pump and motive load) with load of 15 KW or above shall install capacitor of appropriate capacity so as to ensure minimum average monthly power factor as specified by Commission. Consumers shall be liable to pay power factor surcharge or receive incentive as may be specified by the Commission in the relevant tariff order, on account of variation in power factor. However, condition for installation of capacitor on domestic and non-domestic light and fan connection of 15 KW and above may be considered in subsequent tariff order.

5.55 The licensee may discontinue supply, after a notice of 15 days, to any installation where the average monthly power factor is found less than 70% without prejudice to the right of the licensee to levy minimum charges as applicable during the period of disconnection.

CHAPTER 6: SECURITY DEPOSIT

6.1 A licensee may require security deposit from any person who requires supply of electricity as per provisions of clause (a) of sub-section(1) of section 47 of the Act.

6.2 The security deposit shall be accepted in the form of cash, draft or cheque. In case of cheque, commencement of supply will be effected only on realization of the cheque.

Security Deposit against plant/line for giving new supply

6.3 The licensee may recover security deposit from consumers for line or plant where such electric line or electrical plant is to be provided by the licensee on hire for supplying electricity to the consumer.

Security Deposit for Energy (ESD)

6.4 For any new service connection the licensee may take a security deposit, which shall be calculated on the basis of contracted load/contract demand in HP/KW, or KVA as the case may be, as in the Supply agreement, for various categories of consumers in the following manner:

S.No.	Category	Assessed consumption in **units per month (30 days)** for calculation of security deposit
1	Domestic	i) 140 units per KW ii) 35 units per 250 Watts or part thereof
2	Non-domestic	i) 140 units per KW ii) 35 units per 250 Watts or part thereof
3	Water works	150 units per KW or 110 units per HP
4	Industrial	270 units per KW or 200 units per HP
5	Agriculture	120 units per HP
6	Street light	180 units per KW
7	HT consumers	420 units per KW or 380 units per KVA

6.5 The security deposit shall be determined on the basis of assessed consumption as per clause 6.4 of this Code and shall be an amount equivalent to the estimated consumption of specific number of days, applying the prevailing tariff and other charges, as indicated in the following table:

S.No.	Nature of Consumer	No. of Days
1	Agricultural i) permanent ii) temporary	 90 For the entire period of temporary connection, subject to maximum of 90 days
2	Stone crusher, hot-mix plants	90
3	Consumers unable to provide proof of legal occupation of premises	90
4	Other consumers	45

6.6 The security amount calculated as above shall be rounded to the next 10 (ten) rupees.

6.7 If the applicant for a new connection fails to give such security, the licensee may, if thinks fit, refuse to commence the supply of electricity for the period during which the failure continues.

6.8 The licensee shall not be entitled to require energy security deposits if the person requiring the supply is prepared to take the supply through a pre-payment meter.

Additional Security Deposit for Energy / Refund of Security Deposit

6.9 An amount of the security deposit taken from any consumer shall be reviewed by the licensee, on the basis of his annual consumption during the previous 12 months, in the month of April every year. Based on this review, the licensee shall fix the amount of security deposit equivalent to the average consumption, as per the applicable tariff for the period mentioned in clause 6.5 of this Code.

Provided that the amount of security deposit held by the licensee may be varied (increased / decreased) on review, only when the security deposit required on review is ±20% and above of security deposit available in case of LT and Rs.10,000/- (Rupees ten thousand and above) in case of HT/EHT consumers.

6.10 Additional security deposit, if required, shall be included in the regular electricity bill and the payment shall be due along with the energy bill within due date. If the consumer fails to pay the additional security deposit as per the bill, the licensee is entitled to discontinue the supply of electricity so long as such failure continues.

Provided that in case of refund of excess security deposit, the same shall be credited by the licensee to the account of the consumer by way of adjustment, in the electricity bills of the consumer for the next month. If there is any balance after such adjustment, the same shall be refunded to the consumer within seven days.

6.11 In the case of consumers who have been sanctioned additional load, the additional security deposit shall be calculated for the additional load as if it is a new service. Similarly, if the contract demand is reduced, the licensee may recalculate the security and give credit of excess security deposit, if any, by way of adjustments in next month electricity bills of the consumer.

6.12 On consumer's request, the licensee may allow the consumer the facility to pay additional security deposit in appropriate monthly instalments.

Interest on security deposits

6.13 The licensee shall pay interest as per directive / guidelines of Reserve Bank of India (RBI) on the security deposits. It shall be the responsibility of the licensee to ascertain the such rate from RBI and to inform the consumers through the billing mechanism.

6.14 The amount of interest shall be calculated in April every year for the preceding year. The interest amount so calculated shall be paid by way of adjustment in full against the monthly electricity bill for the month of May of that year and if so required in the bills for subsequent months.

6.15 In case of delay in payment of interest on security deposit, the licensee shall be liable to pay an interest on the amount of interest at the rate of 1% per month or part thereof by way of simple interest.

6.16 In case of delay/exceeding a period of three months in adjustment of interest on security deposit, the consumer may lodge a complaint in the concerned Consumer Grievance Redressal Forum as constituted under sub section (5) of section 42 of the Act by the licensee.

Adjustment of Security Deposit:

6.17 In case the supply of consumer is disconnected due to non-payment of electricity dues, the security deposit of consumer available with the licensee is liable for adjustment against outstanding arrears on due intimation to consumer.

6.18 In case consumer subsequently comes up for reconnection he has to pay the amount equivalent to the amount adjusted from his security deposit before reconnection.

Refund of Security Deposit:

6.19 After disconnection of a regular connection or after period of temporary supply is over and supply has been disconnected, the licensee shall prepare the final bill adjusting the security deposit available and send it to the consumer within 30 days from the date of making connection permanently disconnected / date of disconnection of temporary supply as the case may be and return the balance amount if any within next 60 days. However, in case of temporary connection refund be made within 90 days after disconnection of supply or within 60 days of surrender of original money receipt/submission of indemnity

or declaration in case of loss of receipt by consumer whichever is latter as per clause 4.59 of this Code.

6.20 The licensee will be liable to pay simple interest @1% per month or part thereof on the amount of refund outstanding from due date of refund.

Mode of refund of Security Deposit:

6.21 The consumer may opt for mode of refund of security deposit such as in cash, cheque etc. In case consumer opts for refund through demand draft / money order, the refund may be made after deduction of demand draft / money order charges.

CHAPTER 7: CONTRACT DEMAND, AGREEMENT

Contract Demand

LT Consumers without Maximum Demand (MD) based (two part) tariff

7.1 The Contract Demand for LT consumers without MD based (two part) tariff will be the contracted load of the premises as per the agreement into between the consumer and the licensee.

LT Consumers with MD based tariff and all HT and EHT consumers

7.2 The Contract Demand shall be as per the agreement entered into between the consumer and the licensee and having regard to the requirement of the consumer's installation and will be independent of connected load..

Procedure for Enhancement of Contract Demand / Contracted Load

7.3 Application form for enhancement of contracted load / contract demand shall be submitted to the licensee in the prescribed form (Annexure 5).

7.4 The licensee shall examine the feasibility of supply to the enhanced load within thirty days and inform the consumer with demand note showing the following:

(a) whether the additional power can be supplied at the existing voltage or at a higher voltage;

(b) addition or alterations, if any, required to be made to the system and the cost to be borne by the consumer;

(c) amount of additional security to be deposited; and;

(d) change in the classification of consumer, if so required.

7.5 The application form for enhancement of the contract demand /load will not be accepted if the consumer is in arrears of payment of the licensee's dues. However, the application form may be accepted if the payment of arrears due from the consumer has been stayed by a court of law, or by the Commission or an authority appointed by the Commission or facility has been granted by the licensee for payment of arrears in instalments.

7.6 On receipt of demand note from licensee, the consumer shall:

(a) furnish work completion certificate of consumer's installation and test report from a licensed electrical contractor in case of LT connection where alteration of his installation is involved.

(b) furnish letter of approval for the electrical installation of the consumer from the Electrical Inspector in case of HT and EHT connection, and other statutory clearance under other regulations in force, if required. Similarly, approval from Inspector of Mines shall be provided for additional load for electrical installation for mines.

(c) pay additional security deposit and cost of addition or alteration required to be made to the system, if any.

(d) execute a supplementary agreement.

7.7 If no addition or alteration to the system including change in metering arrangement is required, the enhanced load will be released from a date as stated in supplementary agreement or after completion of the requisite formalities by the consumer whichever is latter. The metering arrangement be changed within 15 days of completion of requisite formalities by the consumer, if required and additional supply be released.

If the system needs any alteration or addition, the procedure as given for a new connection shall be followed.

Notice of availability of additional supply when extension work is required:

7.8 One month notice of availability of excess supply be issued to the consumer (LT, HT and EHT) in writing when the licensee is in position to release excess supply such as after completion of necessary extension work and change of meter/metering equipment if required. The supply of additional power be given effect on expiry of one month notice to the consumer by licensee, or any other date before expiry of said period, but not earlier than the date of notice, if the consumer intimates the date from which he has commenced availing additional power.

Procedure for Reduction of Contract Demand/contracted load

7.9 No application form for reduction of contract demand / contracted load for more than 50% shall be entertained by the licensee within the initial period of agreement, which is two years from the date of commencement of contract. However, reduction to the extent of 50 percent of the contract demand/contracted load subject to minimum contract demand as specified for respective voltage of supply as per clause 3.4 of this Code shall be permitted once during the initial period of agreement of two years.

Provided that reduction of contract demand in respect of a consumer who becomes captive / non-captive load of a CPP shall be dealt as per provision in clause 12.14 of this Code.

7.10 Application form for reduction of load, shall be filed with the licensee in the prescribed form as per Annexure 5 along with the following documents:

(a) Details of alteration/ modification/ removal of the electrical installation with work completion certificate and test report from a licensed electrical contractor where alteration of installation is involved in case of LT connection.

(b) Any other reason for reduction of contract demand.

(c) Details of generators, if any, installed by the consumer along with copies of the safety clearance certificate issued by the competent authority for installation of the generators.

7.11 On receipt of the application form for reduction of load/contract demand, the licensee shall take the following steps:

(a) The licensee shall consider the grounds stated in the application, verify the same and decide the application within a period of 30 days. If the consumer is not satisfied with the decision of the licensee, an appeal can be made to the Electricity Grievance Redressal Forum set up by the licensee under section 42 (5) of the Act and then to the Electricity Ombudsman as appointed or designated by the Commission under section 42 (6) of the Act whose decision shall be final subject to such remedy as may be available under any statute.

(b) If the request is not decided by the licensee within the above-mentioned period of 30 days, the applicant may, by a written notice to the licensee, draw its attention to the matter and if no decision is still communicated to him within the period of further 30 days, the permission of reduction of load /contract demand shall be deemed to have been granted, immediate after expiry of 30 days from the date of receipt of application by the licensee and the consumer may submit supplementary agreement to licensee for reduction of load/contract demand.

(c) The LT consumer after execution of supplementary agreement and after reduction of load shall inform to licensee by submitting test report from authorized licensed electrical contractor. Licensee shall arrange for inspection within 2 days in case of urban and 5 days in case of rural area. After inspection and verification of load reduction the licensee will change the meter if required within 15 days of inspection. The reduction of load shall be with effect from the first day of the following billing month thereafter.

(d) In case of HT and EHT connection, after sanction and execution of supplementary agreement, the licensee shall change the metering equipment and meter if required within 15 days and give effect of reduction of contract demand. The reduction of contract demand shall take effect from the first day of the next billing month. In case no change of meter and metering equipment is required then the effect of reduction in contract demand be given from the first day of billing month following the execution of supplementary agreement for reduction in contract demand or at latter date as indicated in supplementary agreement

7.12 After expiry of the initial period of agreement, the consumer may apply for reduction of his contract demand / load up to any extent. The above reduction is subject to permissible minimum contract demand as specified in clause 3.4 of this Code. In case the consumer reduces the contract demand with the utility and sources power from another supplier but not as captive user, he shall be liable to pay additional surcharge as provided in Section 42 (4) of the Act i.e. cross-subsidy surcharge as approved by the Commission in relevant tariff order.

7.13 When reduction of contract demand / load is agreed to, the consumer shall execute a supplementary agreement. The licensee shall recalculate the security deposit and the excess security deposit left with the licensee, if any shall be adjusted in electricity bill of consumer for the next month. If there is any balance after adjustment same shall be refunded to the consumer within 7 days from issuance of such bill.

7.14 If a consumer, who has reduced his contracted load/contract demand due to any reason, desires to restore the load within one year of such reduction, it shall be permitted but such restoration shall be subject to the technical feasibility and the condition that reduction of load/demand shall not be permitted again within the initial period of agreement.

Conversion from LT connection to HT connection:

7.15 When on account of increase of load in LT connection, if consumer is required to avail HT connection, the following procedure need to be followed:

(i) The consumer shall clear all the outstanding dues, and undertake to pay the amount that become subsequently due in respect of LT connection.

(ii) The LT agreement shall cease to have further effect from the date of release of HT connection.

(iii) LT supply shall be disconnected and dismantled on the date the HT connection is served in the premises.

(v) In case the HT connection could not be served after expiry of 3 months notice period on account of non-completion of any obligation by consumer and LT supply remained available to the premises of consumer, apart from bill for LT connection, the minimum/demand charges for HT connection at reduced demand ignoring actual contract demand as specified in clause 10.23 of this Code be billed and period of agreement of HT connection be increased accordingly.

(vi) The security deposit available against LT connection be transferred against HT connection.

(vi) The consumer has to execute agreement for HT connection incorporating aforesaid points.

Conversion from HT connection (11KV) to LT connection:

7.16 On account of reduction in contract demand if a HT consumer requests to avail LT connection the following shall be followed:

(i) Consumer may be permitted to change over to LT with connected load not exceeding 100 HP.

(ii) HT metering arrangement shall continue and billing of electricity supplied shall be made as per applicable LT tariff after deduction of 3% transformation loss. Billing of meter rent shall be as per HT metering.

(iii) Consumer shall clear all the outstanding dues of HT connection and undertake to pay the amount that would become subsequently due in respect of HT connection.

(iv) The HT agreement shall cease to have further effect from the date of release of LT connection.

(v) Ownership of the transformer of HT connection has to be transferred to the licensee free of cost and responsibility of maintenance and replacement after failure lies with licensee.

(vi) The security deposit available against HT connection be transferred against LT connection.

(vii) Consumer shall enter LT agreement incorporating aforesaid points.

Agreement

7.17 The consumer is required to execute an agreement for obtaining new connection before commencement of supply. For change of name/purpose and for enhancement or reduction of sanctioned load/contract demand, the consumer is required to execute supplementary agreement which will be a part of agreement. The consumer is required to sign at bottom of all the pages of agreement.

7.18 The agreement shall include the following:

(1) Name and address of the consumer;

(2) Postal address of the premises for which electricity supply has been requisitioned and for which the agreement is being executed;

(3) Sanctioned load/ contract demand;

(4) Purpose of usage of electricity;

(5) Declaration by the consumer.

(i) To abide by provisions of Act and this Code;

(ii) To pay for the supply of electricity based on the prevailing tariff;

(iii) To pay for all other charges payable in accordance with this Code and the Schedule of Miscellaneous Charges of the licensee approved by the Commission from time to time;

(iv) To deposit such security money as the licensee may be entitled to recover from him under the Act and this Code

7.19 A copy of the agreement executed shall be given to the consumer. If there is no separate written agreement between the Distribution Licensee and the Consumer; after the supply of electricity has commenced as applicable to temporary connection and generators not availing start-up power and captive consumer draws power from the grid through open access, shall be deemed to be governed by terms and conditions of Supply Code and shall be billed as per provision in relevant tariff order.

7.20 In case the name of consumer has not been got changed even after change of ownership/occupant, the terms and conditions of this Code shall remain applicable to the person availing supply from said connection.

7.21 The consumers who are governed by some special clauses in the agreement executed with licensee, shall continue to be governed by such special clauses in the agreement.

7.22 An agreement, in the standard form, shall be executed by the consumer on the stamp paper of a prescribed value, for getting a new connection In case of any special circumstances, special clauses may be added to the agreement, if agreed to between the licensee and the consumer, provided such clauses do not contravene the provisions of the Act, this Code, and other rules and regulations in force. These special clauses shall form a part of the agreement.

7.23 With the agreement the consumer other than domestic and single phase non-domestic connections shall submit a plan of map of scale not less than I Cm=12 meters (1"=100ft) showing the boundary within which supply is required, clearly marked and distinctly coloured showing the point of supply and proposed extension. The maps submitted, agreed upon and signed by both the consumer and the licensee shall form a part of the agreement.

Transfer of connection in the name of new occupant:

7.24 A connection may be transferred in the name of another person upon death of the consumer or in case of transfer of the ownership or occupancy of the premises, upon filing an application form in the prescribed format given in Annexure 4 of this Code for change of name by the new owner or occupier:

7.25 The licensee shall deal with applications relating to change of consumer's name due to change in ownership/occupancy of property in accordance with the procedure detailed below:

(1) The applicant shall apply for change of consumer's name in the format prescribed in Annexure 4 of this Code, along with a copy of the latest bill duly paid. The request for transfer of connection shall not be accepted unless all dues recoverable against the concerned connection are settled. The application form shall be accepted on showing proof of ownership/occupancy of property. A "No Objection Certificate" from the registered consumer/ authorized person/ previous

occupant of the premises shall be required for cases involving transfer of security deposit in the name of applicant.

(2) In case the "No Objection Certificate" from the registered consumer/ authorized person/ previous occupant for transfer of security deposit in the name of applicant is not submitted, an application form for change of name shall be entertained only if security deposit as stipulated in this Code is paid afresh. However, the original security deposit shall be refunded to the claimant as and when a claim is preferred by the concerned person.

(3) Change of consumer's name shall be effected within two billing cycles after acceptance of application form and execution of supplementary agreement by new applicant.

Transfer of connection in the name of legal heir:

7.26 The licensee shall deal with applications relating to transfer of consumer's name to legal heir in accordance with the procedure detailed below:

(1) The applicant shall apply for change of consumer's name in the format prescribed in Annexure 4 of this Code, with a copy of the latest bill duly paid. The application form shall be accepted on showing the Registered Will/deed, Succession/Legal heir Certificate, Mutation in municipal/land records or any other proof of legal heirship.

(2) The change of consumer's name including security deposit shall be effected within two billing cycles after acceptance of application, and execution of supplementary agreement by new applicant.

(3) Any charge for electricity or any sum other than charge for electricity as due and payable to licensee which remains unpaid by a deceased consumer or the erstwhile owner/occupier of any land/premises as the case may be, shall be a charge on the premise transmitted to the legal representative/ successors-in-law or transferred to the new owner of the premise as the case may be, and same shall be recoverable by the licensee as due from such legal representative or successor-inlaw or new owner/occupier of the premises as the case may be.

Shifting of meter/existing connection:

7.27 The applicant shall apply for shifting the service connection in existing premises or for deviation of existing lines in the format prescribed in Annexure 4 of this Code. The licensee shall process the application form in accordance with clauses 4.22 to 4.30 of this Code, for site inspection and issuance & payment of demand note for the estimated cost of works,

7.28 The following time schedule shall be observed for completing the works from the date of payment of charges:

(1) Shifting of meter/service line: 7 days

(2) Shifting of LT/HT lines: 20 days

(3) Shifting of transformer: 30 days

Change of purpose/category

7.29 If it is found that a consumer has been wrongly classified in a particular tariff category, the licensee may consider reclassifying the consumer under appropriate category. The consumer shall be informed of the proposed reclassification through a notice and duly given a 30-day notice period to file objections, if any. The licensee after due consideration of the consumer's reply, if any, may alter the classification. In case of any dispute, the matter can be referred to the Consumer Grievance Redressal Forum.

7.30 If a consumer wishes to change his consumer category, he shall submit an application form to the licensee in the format given in Annexure 4 of this Code. If on inspection the consumer's request for reclassification is found valid, change of category shall be effective from the commencement of billing month of inspection and a written confirmation shall be sent to the consumer.

7.31 The consumer can opt for change in tariff category once during initial agreement period of two years such option can be permitted to consumer from first of the billing month following the month in which request has been made or any other latter month as requested by consumer subject to inspection / verification by licensee. The actual effect of change of tariff category in billing shall be given after finalization of supplementary agreement subject to the condition as mentioned in clause 7.5 of this Code.

7.32 If the licensee does not find the request for reclassification valid, it shall inform to the applicant in writing, giving reason(s) for the same, within 10 days from date of inspection.

7.33 For the period in which the consumer's application for reclassification is pending, the consumer shall not be liable for any action of unauthorized use of electricity on this ground.

Commencement of agreement:

7.34 The date of commencement of agreement shall be from the date of expiry of one month notice of availability of supply upto consumer's premises for LT consumers and 3 months notice for HT and EHT consumers or the date of release of connection whichever is earlier.

Continuity of agreement:

7.35 After expiry of initial period of two years of agreement from the date of its commencement, the agreement shall automatically continue on year to year basis on same terms and conditions.

Termination of Agreement

7.36 If power supply to a consumer after expiry of initial period of 2 years of agreement (irrespective of having entered into any supplementary agreement) remains disconnected for a period of two months for non-payment of charges or dues or non-compliance of any direction issued under this Code, the licensee shall issue a show cause notice in the format shown in Annexure 6 to be replied within fifteen days, to the consumer for termination of the agreement. In case no effective steps are taken by the consumer for removing the cause of disconnection and for restoration of power supply, the agreement of the licensee with the consumer for power supply shall be terminated from the last date of billing month on expiry of the period of fifteen days. During the period of temporary disconnection the consumer shall be liable to pay the demand charges or minimum charges as per provision in relevant tariff order.

7.37 If supply of a consumer is disconnected during currency of agreement period, the demand / minimum charges be billed as per provision in tariff order. In case the consumer remained disconnected for 2 months without payment a 15 days notice be issued to the consumer in the format shown in Annexure 6 to pay the dues and get supply reconnected or else the meter and metering equipment will be removed. If no action is taken by consumer the meter and metering equipment be removed after period of 6 months ending at the end of billing month from the date of disconnection or on the last date of the month in which agreement period expires, whichever is earlier after issuing due 15 days subsequent notice to consumer.

7.38 In case consumer comes to avail supply within agreement period, meter and metering equipment if removed be installed and connection served after submission of fresh test report/approval from electrical inspector.

7.39 Domestic, single-phase non-domestic and streetlight category of consumers may terminate the agreement after giving one month's notice in the format shown in Annexure 7 even during the initial period of agreement of two years.

7.40 All consumers other than domestic, single-phase non-domestic and street light category can terminate the agreement after the expiry of the initial period of two years on giving at least one month's notice in the format shown in Annexure 7 irrespective of having executed any supplementary agreement. One month time will be considered from the date of receipt of notice by licensee. The licensee shall arrange for special meter reading, at a mutually acceptable date, to facilitate preparation of the final bill of the consumer. The agreement shall be terminated on the last day of the billing month and the licensee shall raise the final bill accordingly.

Illustration: If one month notice dated 3 Sept. is served on 5^{th} Sept. to the licensee and billing cycle completes on 15 Sept. then agreement will be terminated on 15^{th} Oct. if one month notice is served on 15 Sept. then also agreement will be terminated on 15^{th} Oct. i.e. date of termination shall be on last date of billing month after expiry of one month notice period.

7.41 However, if such agreement is to be terminated for reasons whatsoever, for categories other than domestic, single phase non-domestic and street light consumer before expiry of the initial period of agreement, the consumer shall be billed demand /minimum charges as per provision in clause 7.37 of this code for the balance period of the agreement of two years.

7.42 After permanent disconnection of supply and termination of agreement due intimation shall be given by the licensee to the consumer in the format shown in Annexure 8.

7.43 On termination of the agreement, the licensee shall be entitled to remove the meter/ service line and his other equipment from the premises of the consumer installed for supply of power. In case the licensee has not been able to remove the meter, metering equipment due to consumer's premises being locked and is not opened even after issue of notice, the licensee may claim the charges towards cost of meter and metering equipment. After permanent disconnection, if the consumer wishes to revive the connection, his application would be treated as an application for new connection and would be entertained only after all outstanding dues have been cleared.

Miscellaneous

7.44 In case of breakdowns in electricity supply system of the licensee, the supply of electricity to the consumer may be curtailed, staggered or cut-off as may be warranted according to the situation. The licensee may also curtail, stagger or cut-off electricity supply to consumers on account of periodical maintenance of electricity supply system, after giving due notice to the consumers.

7.45 The licensee may resort to regulation of supply (planned load-shedding) to the consumers, after due notice, if the Commission orders according to the provisions of section 23 of the Act.

7.46 The electrical energy supplied to the consumer shall not be utilized by the consumer in any manner prejudicial to the licensee and all usage must be in accordance with the provisions of the agreement and this Code.

7.47 No consumer shall use the energy for any other purpose, other than that mentioned in the agreement or extend the line beyond its premises other than that for which it was sanctioned by the licensee, until and unless prior sanction of the licensee is obtained for such diversion or extension.

7.48 Where the consumer's installation is disconnected from the licensee's supply system as per direction of the Government, the Electrical Inspector or other appropriate authority on account of violation of any Act, Rules and Regulation, the supply shall be reconnected on payment of prescribed disconnection and reconnection charge with the approval of the Government or the Electrical Inspector or other appropriate authority, as necessary. During the period of temporary disconnection the consumer shall be liable to pay the demand/minimum charges as per provision in relevant tariff order. However, in case disconnection is not on account of violation of any Act, rules and regulation by the consumer but on account of law and order situation as per

order of District Magistrate then in such condition no demand/minimum charges and disconnection and reconnection charges be levied.

7.49 The consumer shall not supply any energy supplied to him by the licensee to another person or to other premises unless he holds a suitable sanction of license for distribution and sale of energy granted by the Commission/State Government or has been exempted from obtaining the license or has been appointed as franchisee.

CHAPTER 8: METERING

Requirement of Meters

8.1 No new connection shall be served without a meter of appropriate specification and capacity.

8.2 All consumers shall have to accept the installation of an appropriate metering device, load-limiter, tamper proof boxes or other apparatus when the licensee approaches them to install one, and the consumer shall be required to provide appropriate and suitable site and place for placement of meter and related equipments to the satisfaction of the licensee in accordance with clause 11.64 and 4.24 of this Code.

8.3 In case of HT supply, if HT metering cannot be readily provided, LT metering may be provided on the LT side of the consumer's transformer. In such cases, electrical quantities for billing purposes shall be computed by adding three percent to the quantities registered by the LT meter towards transformation loss. This arrangement shall not continue for more than three months and the licensee shall arrange to install a meter on the HT side within such period.

8.4 If supply to an HT or EHT consumer is given on an independent feeder for his exclusive use, the metering arrangement may be installed either at the consumer's premises or, if mutually agreed, at the licensee's substation.

8.5 The licensee is authorised to review the status of the meters already installed. If better quality of meters are available because of technology up-gradation, those be introduced subject to suitability of the site where meter is placed in the consumer's premises. The licensee may install remote metering device in the consumer premises as per the technical requirements of the specific device. The licensee may also install maximum demand (MD) meter having MD recording feature and ToD features or such additional features in the consumer's premises. The licensee may also install 'check meter' at a consumer's location or on pole including for a group of consumers.

8.6 In case the difference in consumption recorded by the 'check meter' and the 'billing meter' of LT consumer is continue to be found more than permissible limits, the licensee shall be free to install the billing meter on electricity pole or pillar boxes after giving due intimation in writing to the consumer. In such case where transformer supplies to only one consumer the licensee may shift the metering on HT side, and consumer may be billed by deducting 3%

transformation loss from the reading of HT metering In such case meter rent be billed for LT meter.

Supply and Installation of Meters

8.7 The licensee shall install the meter and metering equipments, to consumer's premises at the time of serving new connection or at any other time as required. The licensee shall keep the meter in proper working condition and the consumer shall pay the monthly rent, if any, for the meter and metering equipments at the rate approved by the Commission as per miscellaneous charges from time to time. If the licensee fails to keep the meter or metering equipment in proper working condition, the consumer shall not be liable to pay the meter rent for the period the meter remains defective.

8.8 Consumer meter shall generally be owned by licensee. Any consumer, if he so desires, can purchase and provide his own meter and metering device of the specifications from the vender list as approved by the licensee. In such case the consumer shall maintain the meter in accurate working condition. Scheduled testing of meter/metering device will be conducted by licensee on payment of approved testing fees. Such consumers shall not be required to pay the monthly meter-rent.

8.9 Meter should ordinarily be fixed in such a manner that it is protected from the elements (rain etc.) and can be read from outside without the need of meter reader to get the premises unlocked or opened for meter reading purpose. In special situation, the licensee may permit the meter to be fixed at a place different from the one indicated above and this permission shall be accorded by the officer not below the rank of Assistant Engineer or equivalent and shall be in writing. The meter box shall normally be mounted at a height between 1.5 to 2 meters above ground level so that meter reading counter/ display window is at eye level. Meter be installed by the licensee within the protected premises of the consumer near to main entry gate (within boundary wall looking to safety of meter as per clause 11.64 of this Code. The consumer shall run his wiring from such point of supply.

8.10 In case of multi-storeyed complexes, meters shall be provided at one place, normally in the pillar box, close to main entry gate, as may be decided by the licensee preferably on ground floor having proper ventilation and illumination.

8.11 For LT temporary connection, the meter shall be installed on the pole provided at the point of extension of distribution mains or service lines.

8.12 All new meters should be installed in a tamper-proof meter box. The licensee shall prepare and implement a phased plan to install tamper-proof meter boxes for all the meters, which are at present installed without tamper –proof meter boxes.

8.13 In case of semi-permanent (kuchha) houses the licensee shall ensure that the meter is properly fixed on a wall and is accessible to the meter reader. In case the consumer does not provide good quality wall for fixing the meter, the licensee shall be free to fix the meter on the electricity pole or in a pillar-box to be provided by the licensee.

8.14 Whenever new meter/metering equipment is installed (as a replacement or for a new connection), the meter shall be properly sealed in the presence of representatives of both the parties. Both the representatives witness to the sealing, shall affix their signatures on the specified documents mentioning their full name. The seal, name plates and distinguishing numbers or marks affixed on the meter and metering equipment shall not be broken, erased altered or in any way interfered with by either party except in the presence of a duly authorized representative of the other party. Copy of this document be given to consumer.

8.15 The consumer shall be responsible for safe custody of meter installed in his premises. In case a meter is lost or stolen from the premises of the consumer the consumer shall report such matter in the police station and the supply shall be restored by the licensee after installation of a new meter at the cost of consumer.

8.16 In a situation where the licensee is facing problems in collection of energy dues, the licensee may install pre-paid meters. The scheme of prepayment be got approved by the licensee from the Commission and shall be implemented after ensuring adequate publicity. The meters shall conform to the technical requirements as prescribed in Central Electricity Authority (Installation and Operation of meters) Regulations 2006. (CEA Metering Regulation hereafter)

Periodical Testing of Meters

8.17 It shall be the responsibility of the licensee to satisfy himself regarding the accuracy of the meter before it is installed and may test it for this purpose.

8.18 The licensee shall also conduct periodical testing of the meters as per the following schedule:-

(a) Single phase meters -once in every five years

(b) LT 3 phase meters including CT if any -once in every 3 years

(c) HT and EHT meters along with metering equipment –once in a year

REPLACEMENT OF METER:

Testing of Defective Meters

8.19 The licensee shall have the right to test any meter and related apparatus if there is a reasonable doubt about the accuracy of the meter, and the consumer shall provide the necessary assistance to conduct the test. The consumer shall be allowed to be present during the testing.

8.20 If during periodic or other inspection by the licensee, any meter is found to be not recording correctly, or a consumer makes a complaint in this regard in the format shown in Annexure 9, the licensee shall arrange to test the meter within 7 days in urban area and 15 days in rural areas. In case LT consumer's meter is found defective, it should be replaced within 15 days in urban areas, and within 30 days in rural areas. In case of HT consumers, meter should be replaced within 15 days

8.21 A consumer may request the licensee to test the meter, if he still doubts its accuracy, by applying to the licensee along with the requisite testing fee. The licensee shall test the meter in testing laboratory within 30 days of the receipt of the application and testing fee.

8.22 In all cases of testing of a meter in the laboratory, the consumer shall be informed of the proposed date of testing at least 7 days in advance, so that he or his representative may present at the time of testing, personally or through an authorized representative. The signature of the consumer or his authorized representative, if present, shall be obtained on the Test Result Sheet as a token of witness. In case the consumer / authorized representative is not present, the licensee's representative and the testing laboratory official shall sign on the test report. The licensee shall dispatch the copy of test report to the consumer, to be received under acknowledgment, within 2 working days of the date of testing. In case of faulty meter billing for a maximum period of six months or from the date of last testing / inspection, or the month from which consumption has reduced considerably whichever is less be done, on the basis of the test result.

8.23 If a consumer disputes the results of testing, he may make a representation to the Electrical Inspector within one month from date of conveying the test result by the licensee who may get the test conducted in his presence.

Miscellaneous:

8.24 In case the meter is found to be burnt due to technical reasons attributable to licensee such as voltage fluctuations, transients etc. the licensee shall not charge the cost of meter. However, in case of burnt meter attributable to consumer such as increase of load, drawal of excess power etc. the licensee shall be entitled to recover the cost of the meter.

8.25 The provisions of CEA Metering Regulations as amended from time to time and the orders/guidelines of the Commission in this regard shall be applicable with regard to installation and operation of meters.

8.26 In case CT& VT forms the part of meters, the meter shall be installed near the instrument transformer as far as possible to reduce the potential drop in the secondary lead.

8.27 The distribution licensee shall put in place a system of quality assurance and testing of meter by setting up accredited meter testing laboratory or utilize the service of other accredited laboratory.

8.28 Testing of consumer meters may be done at site or may remove and replace the same by a tested meter. The standard reference meter of better accuracy class than the meter under test shall be used for site testing of consumer meter up to 650 volts. The testing of consumer meter above 650 V should cover entire metering system including current transformer (CTs) and voltage transformers (VTs).

8.29 The accuracy clause of CTs and VTs shall not be inferior to the associated meter. The voltage transformer shall be electro-magnetic VT or capacitive VT.

Meters shall meet the following requirement of accuracy class:

Upto 650V	1.0 or better
Above 650V and up to 33KV	0.5 S or better
Above 33KV	0.2 S or better

CHAPTER 9: BILLING

Meter Reading

9.1 The periodicity of meter reading for various categories of consumers, shall be as approved by the Commission. The consumer shall extend all facilities to the licensee or his authorized representative to read the meter.

As far as practicable the meter reading should be taken on same date of the month. In respect of domestic consumers meter should be read only during day light hours.

9.2 The meter reader/inspecting officer shall have with him the photo identity card provided by the licensee and shall wear it in such a manner that it is visible during the meter reading and shall record reading in meter reading card.

9.3 For the purpose of meter reading the licensee may use meter reading instrument (MRI) or any other system such as automated meter reading (AMR) or on the basis of remote meter reading. In such case, if the consumer wishes to have a record of the reading taken, then the licensee shall provide the details of such meter reading.

9.4 It is the responsibility of the meter reader to note down the details of every connection where the meter reading could not be taken, every stopped / suspected defective meter and to file a report at the end of each working day in prescribed proforma to the officer in charge of the local office in case of LT consumers, and officer in charge of the circle office in case of HT and EHT consumers, who shall be responsible to take immediate steps to replace the stopped/ defective meter/equipment. The licensee shall develop and have in place a detailed procedure prescribing a system and fixing the responsibility and accountability for timely replacement of stop/defective meters and metering equipments, and proper assessment of consumption.

Special Reading of Meters in cases of Change of Occupancy / Vacation of Premises for Domestic Consumers

9.5 It shall be the responsibility of the owner of the connection to get a special reading done by the licensee at the time of change of occupancy or on the premises falling vacant.

9.6 The owner/user of the connection may request the licensee in writing for special reading at least 7 days in advance of the said vacation of the premises by the existing user or change of the occupancy, as the case may be.

9.7 The licensee shall arrange a special reading to be done and deliver the final bill, including all arrears till the date of billing, on the request of consumer.

9.8 The licensee may charge fee for the above service as per the miscellaneous charges approved by the Commission

9.9 It shall be the licensee's obligation to assign a unique consumer number for each consumer and communicate the same to the concerned consumer. The unique consumer number may include pole number, transformer number, 11KV feeder number, distribution centre number and division number which should be mentioned on the energy bills.

Billing:

9.10 Bills shall be prepared for each consumer on the basis of the prevailing tariff order of the Commission.

9.11 When supply to a new consumer is commenced at any time during the billing month, the demand charges, minimum charges and/or any other similar fixed charges shall be levied on prorata basis for the number of days for which supply is given in that particular billing month. The units to be charged under various blocks or slabs shall also be accordingly prorated. For the purpose of this sub-clause, number of the days in a billing month shall be 30 days.

9.12 If, for any reason meter is not accessible for reading, the meter reader shall leave a notice in writing to the consumer to keep the meter available for reading at the time and date given in notice or to convey the reading himself. If after notice the consumer neither convey reading nor give access to meter for reading, the licensee shall be free to send a provisional bill prepared on the basis of average monthly consumption of previous financial year.

9.13 The average amount thus billed shall be adjusted against the bill raised on the basis of actual meter reading during subsequent billing month / cycle by considering 50% consumption in each month. Such provisional billing shall not continue for more than two billing months / billing cycles as the case may be at a stretch. If the meter remains inaccessible even for the next meter reading, the consumer will be served with a notice to open his premises for reading of the meter at a fixed time and date. If the meter is not accessible at the time and date fixed in the notice, the supply will be liable to be disconnected after serving a 24-hour notice under section 163 (3) of the Act.

9.14 The licensee may send bills to consumers by hand or by post. On a receipt of a request from a consumer the licensee shall send it by registered post and the expenses of such delivery of bill shall be recoverable from the consumer.

9.15 The licensee shall distribute the bills to consumers at least not less than seven days before the due date for payment in cash.

Assessment of consumption in case of stop/defective meter

9.16 The guidelines for assessment of consumption and billing in case the meter installed in premises of consumer remained stopped/defective is shown as below:

(A). If check meter is also installed:-

1. If main meter is stopped and check meter is found working, billing to be done as per check meter.

2. If both meters found working and consumption difference between these two meters is within the permissible limit, billing be done as per consumption recorded by main meter.

3. If both meters found working but consumption difference between these two meters is more than permissible limit, both meters to be tested and billing be done on the basis of consumption recorded by main meter considering its percentage error.

(B). When only main meter is installed the consumption of previous three years period or from the date of connection whichever is less need to be reviewed to know the trend of consumption and to arrive the conclusion about the month from which meter became defective. Any of the following method or its combination can be adopted to arrive to reasonable assessment of energy consumed during the period meter remained stop/defective.

1. On the basis of average of previous 3 months consumption if meter is found functioning correctly during such 3 months period and consumption is found uniform.

2. On the basis of average of last 1 year consumption if meter is found functioning correctly during last one year and there is appreciable fluctuation in consumption.

3. On the basis of consumption of corresponding month of previous years– in case consumption found varying based on season and the meter is found functioning correctly during corresponding month of previous year.

4. In case the meter became stop / defective from the date of connection or reliable consumption of sufficient period after connection is not available then average consumption of subsequent three billing month / billing cycle period after installation of good meter, may be considered.

5. In case of 3 phase 4 wire LT meter for balanced load if during checking / testing meter is not found functioning in 1 phase and found functioning properly in other 2 phases then recorded consumption and demand be multiplied by 1.5 i.e. 50% additional to be billed based on recorded demand and consumption corresponding for two phases.

6. If during checking / testing 3 phase 4 wire LT meter for balanced load is not found working properly in 2 phases but found working properly in third phase, the recorded demand and consumption be multiplied by 3 i.e. two times additional demand and consumption to be billed, corresponding to recorded demand and consumption of one phase.

7. If proper recorded data is available in memory of electronic meter through MRI / AMR, billing to decide based on available data, after computation.

8. Meter to be tested, percentage error to be found out and billing be done based on percentage error arrived during testing.

9. To substantiate the assessment wherever required licensee may consider other basis such as connected load, working hour and load factor, consumption of similar type of other connection, production data of industries approved by excise department etc.

9.17 Basis of billing and reasoning of adopting such basis need to inform to consumer.

9.18 The assessed billing shall be for the period of 6 month including the month during which assessment is made or actual period when meter is considered not functioning properly whichever is less and to be continued till replacement of meter.

9.19 In case load during the period of assessment is increased or decreased as compared to the period on the basis of which assessment is being made the assessed demand, consumption may be increased or decreased accordingly in that proportion.

9.20 For low tension consumers, the defective meter shall be replaced within a maximum period of fifteen days in urban area and thirty days in rural area, from the date of detection of the fault. In case of HT and EHT consumers, meter should be replaced within fifteen days of detection of fault.

9.21 Licensee shall ensure that sample check of least 5% of LT light and fan and pump connections are carried out in a year apart from 100% connections of 15 HP and above.

Contents of the Energy Bill

9.22 The bill for metered connections shall have the following details:

(a) Service Connection Number (unique consumer number as per clause 9.9)

(b) Bill number

(c) Period of bill

(d) Name and address of the consumer

(e) Pole Number from which connection is served.

(f) Name, address and telephone number of the distribution centre

(g) Date of issue of bill

(h) Tariff category

(i) Tariff, rate of electricity duty and cess as applicable

(j) Contracted/ Connected load/ demand

(k) Single phase or three phase connection

(l) Identification details of the meter

(m) Reading date - past and present

(n) Meter reading - past and present

(o) Units assessed, / consumed

(p) Credit

(q) Basis of bill

(r) Meter rental

(s) Current month's charges - Energy Charges, fixed/demand charge, Minimum Charges, Variable Cost Adjustment (VCA) Charges, Electricity Duty, Cess, meter rent, welding/capacitor surcharge, security deposit instalment, Rebate allowed, others if any

(t) Arrear of Electricity Charges, Delayed Payment Surcharge arrears.

(u) Bill delivery charges if applicable

(v) Total charges

(w) Delayed payment surcharge

(x) Due dates of payment – for payment through cheque and cash

(y) Authority in whose favour cheque/Bank draft is to be issued. (To be printed on reverse of the bill)

(z) Security deposit held and required.

(aa) Confirmation of last payment received – amount and date of payment

9.23 The following information would also need to be provided to the consumer as an attachment to the bill or printed/ stamped on the bill:-

(a) The names(s)/address(es) of collection centres

(b) Working hours for collection of bills.

(c) Designation and address of the authority of licensee with whom grievance pertaining to bills, meter, meter reading etc. can be lodged. Address, phone number of Forum and Electricity Ombudsman.

(d) Any other message that the Licensee may like to give e.g. requesting the consumer to indicate their phone / mobile number, if available, on the portion of the bill retained by the licensee on receipt of payment. This information can be used for better communication with consumers.

9.24 The bill may contain additional information, if any. as desired by the licensee.

9.25 The licensee shall make arrangements to provide guidance and information to the consumer on telephone or mobile and for this purpose the licensee shall set-up call centre / customer care centres at central level and up to divisional level with facility of voice based complaint recording facility. Details of payment status, arrear status, authorized load, contract demand etc. may be provided to the consumer if he discloses his connection number and address.

Supplementary (other than regular) bill:

9.26 Separate (supplementary) bills shall be issued for audit recovery and recoveries other than the regular monthly bill except for demand of additional security deposit.

9.27 While issuing the supplementary bill (for other than cases related to prejudicial use of energy) to the consumer the licensee along with the supplementary bill shall send a written details to the consumer explaining the reason, basis and period of such billing by giving fifteen days time for payment. For billing in respect of prejudicial use of energy the procedure as stated in clause 11.10 to 11.26 and 11.33 to 11.39 of this Code shall be followed.

The consumer may accept the bill and deposit the amount of supplementary bill. In case of non-payment within due date the amount of supplementary bill is liable to be added in next months regular monthly bill.

9.28 The consumer within seven days of receipt of supplementary bill may ask for further details related to supplementary bill, if so required, which shall be provided by the licensee within next 15 days, by giving 7 days time for payment.

The consumer may accept the bill and deposit the amount of this bill. In case of non-payment within due date the amount of supplementary bill is liable to be added in next month regular monthly bill.

9.29 The consumer within 7 days of receipt of additional information/within 15 days of issue of supplementary bill as the case may be, may file an objection if any to the bill issuing authority. After according reasonable opportunity of hearing and considering oral/written material fact submitted by the consumer, the licensee may review/confirm the bill already issued in writing within next 15 days time indicating the reasons for acceptance/rejection of representation of consumer by giving next 7 days time for payment.

The consumer may accept the bill and deposit the amount of this bill. In case of non-payment within due date the amount of supplementary bill is liable to be added in next month regular monthly bill.

9.30 Aggrieved with the review/confirmation of supplementary bill the consumer may prefer representation to respective Executive Engineer or equivalent for LT connection and respective Regional Chief Engineer or equivalent of licensee for HT and EHT connection or any other officer designated by licensee provided that 50% of the billed amount is deposited with licensee and documentary evidence of such deposit has been enclosed with representation.

9.31 The authority to whom representation is made will dispose the representation after hearing both the sides and convey his decision within 30 days of representation by the consumer. During the hearing the officer concern shall give due consideration to the fact submitted by the consumer, and pass a speaking order. The order shall also contain the submission made by the consumer during hearing, and reasons for acceptance or rejection of the same. The consumer will be served a revised bill if any to be paid in 7 days.

The consumer may accept the bill and deposit the amount of this bill. In case of non-payment within due date the amount of supplementary bill is liable to be added in next month regular monthly bill.

9.32 In case the authority to whom representation is made has come in to conclusion that there is no case of supplementary billing or the amount already paid on this account is in excess of actual amount payable, the balance amount be credited to consumer's account . next month's bill along with an interest @1% per month or part thereof on the amount refundable till the date of its payment.

9.33 Aggrieved with decision of authority to whom representation is made the consumer may approach Consumer Grievance Redressal Forum (CGRF) framed under section 42(5) of the Act.

9.34 The licensee may nominate and authorize it's employee(s) / officer(s) to approve issue of supplementary bill based on type of connection/load/amount of supplementary bill, etc.

CHAPTER 10: PAYMENT OF BILL, TEMPORARY AND PERMANENT DISCONNECTION OF SUPPLY

Payment of bill:

10.1 The Consumers has to make payment every month as per the bills served by the licensee for the power used and energy consumed by consumer.

10.2 The licensee shall ensure adequate publicity of the addresses/ locations and working hours of the collection centres including those of banks where consumers can make payments. The licensee shall provide a choice of maximum alternative modes of payment to the consumers like payment through cash, local cheque, bank draft, banker's cheque, Electronic Clearing System (ECS), credit/debit card etc.

10.3 During the days when there is rush at the collection window, separate queuing arrangement should be provided for senior citizens, women and physically challenged persons and they should be attended on priority.

10.4 The collection centres should have the facility of receiving payment from consumers/ representatives of consumers who wish to make payments on behalf of a number of consumers. Separate counters should be provided for this purpose so that the waiting time for other consumers is not increased.

10.5 In order to reduce the workload of the collection counter, all payments of bills above Rupees five thousand should be made through cheque / banker's cheque / demand draft payable at local branch of the bank concerned.

10.6 The licensee should make arrangements to receive payment through drop boxes where the consumer may drop the cheque (crossed account payee). The licensee should keep the drop boxes at the collection centres and at other locations as notified from time to time to facilitate the payment without the need for standing in the queue. Cheques should be drawn in favour of the licensee, as specified in the bill. The service connection number, consumer name and telephone/mobile number if any should be clearly written on the back of the cheque. In case the bank levies any clearance charge, the same amount shall be recoverable from the consumer in the subsequent bill.

10.7 The due date of payment for all consumers shall normally be fifteen days from the date of issue of bill. If due date of payment mentioned in the bill is a public holiday, the succeeding working day shall be treated as the due date.

10.8 In the event of non-realization of cheque, the licensee shall have the right to increase the security deposit from the consumer. The licensee shall also have the right to levy cheque dishonour charges besides delayed payment surcharge and also take other actions as per law. The licensee may also insist on future payment by demand draft or by cash.

10.9 In case of non-receipt of bill within the specified date of receipt of bill, the consumer may contact the bill issuing office to collect the duplicate bill and arrange payment of the bill. The licensee shall investigate the cause of non-receipt of bill and take suitable steps to ensure that the consumer receives electricity bills promptly in future.

10.10 Receipt of payment of electric bill shall be issued to the concerned consumer/ representative on payment.

10.11 The consumer may also be allowed to make advance payment of future bills, which shall be adjusted in the succeeding months. However, only the regular bill amount shall be adjusted from the advance payment. Before adjusting any other amount, the consent of the consumer shall be sought. The license will provide suitable rebate in case of advance payment as per provision in relevant tariff order.

10.12 All consumers who default in the payment of the billed amount shall be liable to pay delayed payment surcharge, on the amount outstanding, at rates as approved by the Commission from time to time in tariff order.

While accepting payment after the due date, the surcharge payable, shall be calculated and the additional amount payable shall be collected along with the normal billed amount.

10.13 All payments made by the consumer will be adjusted in the following order of priority:

(a) Electricity Duty and Cess on the current consumption
(b) Arrears of Electricity Duty plus arrears of Cess, if any
(c) Delayed payment surcharge
(d) Balance of arrears, if any
(e) Current bill amount

10.14 **Instalment facilities:**

The licensee may lay down a policy for grant of instalment facility for the purpose of recovery of dues. The said policy shall also designate the officer(s) authorized to grant instalment facility.

10.15 **Disputed/Erroneous monthly bills**

(a) In the event of any objection to the amount of monthly bill, the consumer may lodge a complaint before the designated officer as mentioned in the energy bill. The supply of electricity shall not be cut off; if such person deposits, under protest,
   (i) an amount equal to the sum claimed from him, or
   (ii) the electricity charges due from him for each month calculated on the basis of average charge for electricity paid by him during the preceding six months,

   whichever is less, pending disposal of dispute between him and the licensee.

(b) A complaint may be lodged with the designated officer in the complaint form available at the licensee's complaint receiving office. In case such form is not available in the office, complaint may be lodged on plain paper along with the following details:
   (i) Name and address of the consumer along with telephone number / mobile no , if any
   (ii) Service connection number
   (iii) Category / purpose of connection
   (iv) Details of complaint in brief

The designated officer shall resolve the dispute within a maximum period of seven days from the date of receipt of written complaint and shall send a written report to the officer in charge of the division and the consumer giving reasons for the discrepancy, if any.

(c) If on investigation, the licensee finds the bill to be erroneous, a revised corrected bill shall be furnished to the consumer indicating the revised due date not less than seven days from the date of delivery of revised bill. Excess amount found paid by the consumer, if any, shall be adjusted in the subsequent bill(s).

(d) In the event if it is established that the original bill was correct, the consumer shall be informed accordingly and notified to pay the balance, if any, with surcharge as applicable within 7 days.

(e) In case the consumer is not satisfied with the decision on the dispute, he may take further action as provided in the relevant regulation for Redressal of Consumer Grievance.

Responsibility of legal heir:

10.16 In case of death of a consumer, the legal heir shall be liable to pay the dues of such consumer. The legal heir should also take steps to get the connection transferred in his name within a period of three months or else the terms and conditions of this Code and the agreement executed with licensee for the said connection shall remained effective.

Temporary Disconnection

10.17 If a consumer fails in payment of any bill in full, without the approval of the authorised officer, by the due date, the service connection of the consumer will be liable to be disconnected on temporary basis. Before disconnection of a consumer's installation, the licensee would serve a notice of fifteen clear days. Effort should be made that before disconnecting a domestic connection; an adult member of the family should be informed. If the proof of removal of the cause for disconnection is produced to the satisfaction of the Licensee's employee deputed for the purpose, the supply shall not be disconnected. In this regard, the licensee shall follow provisions of section 56 of the Act.

10 18 No sum due from any consumer under section 56 of the Act shall be recoverable after the period of two years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrear of charges for electricity supplied and the licensee shall not cut off the supply of the electricity.

10.19 After temporary disconnection, the supply shall be restored only after the consumer pays the total outstanding charges/dues/ amount of instalment fixed along with disconnection-reconnection charges.

10.20 It shall be the responsibility of the licensee to ensure that no default in payment is continued beyond a reasonable period subject to a maximum of three months without action for temporary disconnection. The authorised official of the licensee will ensure that all the cases pertaining to default in payment are monitored regularly and timely action is initiated as per prescribed procedure for temporary disconnection and thereafter for permanent disconnection

Temporary disconnection on request of consumer:

10.21 A consumer shall be required to make a written request to the office of the licensee if the consumer wishes to get his connection temporarily disconnected for a period upto six months. For duration of temporary disconnection the consumer shall be liable to pay in advance all the monthly charges that are fixed in nature like demand charge, minimum charge, meter rent etc. The consumer shall also be liable to pay disconnection / reconnection charges to avail the facility of temporary disconnection. The period of 'disconnection on request' can be extended on receipt of a request in writing and on necessary charges being deposited in advance.

Permanent disconnection and termination of agreement:

10.22 After temporary disconnection in case the consumer does not come up to get supply reconnect, by making payment of outstanding dues, the connection be permanently disconnected after termination of agreement by following the procedure as stated in para 7.36/7.37 of this Code whichever is applicable.

Unconnected LT industrial and HT connections:

10.23 In case a LT industrial / HT consumer who could not avail connection even after expiry of one month / 3 months notice period, as the case may be regarding availability of supply up to consumer's premises, consumer shall be billed at demand / fixed charges as per provision in relevant tariff order. When consumer comes up to avail connection after his readiness, billing already done may be revised based on following reduced load / demand ignoring actual contracted load/demand from the date of commencement of agreement and connection be served after clearing the revised outstanding dues. The period of agreement be increased equivalent to the period for which billing on the basis of reduced load / demand is done.

For LT industries up to 50 HP	-	10 HP
For LT industries more than 50 HP	-	20 HP
For HT connection 33 and 11KV	-	60 KVA

10.24 In case the consumer mentioned in clause 10.23 above does not avail connection during the period of agreement, billing be stopped from the date the period of agreement expires, and billing be revised based on reduced load/demand ignoring actual contracted load/demand as stated in clause10.23 above of this Code.

10.25 In case the consumer comes up to avail connection after expiry of agreement period, it would be treated as new connection and shall be dealt accordingly after payment of outstanding dues if any.

Disconnected LT industries and HT consumers:

10.26 If supply of a LT industrial / HT consumer is disconnected during currency of agreement period, the demand/fixed charges be billed as per provision in tariff order. In case the consumer remained disconnected for 2 months without payment, a 15 days notice be issued to the consumer as per format shown in Annexure-6, to pay the dues and get supply reconnected or else the meter and metering equipment will be removed. If no action is taken by consumer the meter and metering equipment be removed after period of 6 months ending at the end of billing month from the date of disconnection or on the last date of the month in which agreement period expires, whichever is earlier after issuing due 15 days subsequent notice to consumer.

10.27 In case consumer mentioned in clause 10.26 above comes to avail supply within agreement period, meter and metering equipment if removed be installed and connection served after submission of fresh test report/approval from electrical inspector.

10.28 In case the consumer mentioned in clause 10.26 above does not come up to avail supply till expiry of agreement period, the billing be revised on the basis of following reduced load/demand ignoring actual contracted load / demand from the date of disconnection till expiry of agreement period and subsequent billing be stopped.

For LT industries up to 50 HP	-	10 HP
For LT industries more than 50 HP	-	20 HP
For HT connection 33 and 11KV	-	60 KVA

10.29 If the consumer comes to avail supply after expiry of agreement period, it would be treated as new connection and shall be dealt accordingly after payment of outstanding dues if any.

CHAPTER 11: PREJUDICIAL USE OF SUPPLY

11.1 The licensee shall take all necessary measures to prevent theft or unauthorized use of electricity or tampering, distress or damage to electrical plants, electric lines, equipments or meters.

11.2 The consumer shall not make such use of supply given to him by the licensee for which he is not authorized by licensee or which may be prejudicial to the licensee within the provision of Act and this Code.

Access to consumer premises

11.3 The licensee or his authorized person shall be entitled to enter the premises immediately after informing the consumer, for checking unauthorised use of energy, unauthorized additions and alterations to equipment, theft and misappropriation of energy, diversion of power, by-passing or tampering of the meter, or for general inspection and testing. On detection of unauthorised use of energy, unauthorized additions and alterations to equipment, theft and misappropriation of energy, diversion of power or bypassing or tampering of the meter the licensee may take actions as per the provisions of the Act and this Code.

11.4 Inspection, testing or checking of any domestic place or domestic premises however shall not be carried out between sunset and sunrise except in the presence of an adult male member occupying such premises.

11.5 If the consumer does not provide reasonable facility to the licensee to enter into the premises for the purposes stated in clause 11.3 above, the licensee may give 24 hours' notice in writing to the consumer, of its intention to discontinue the supply. If the consumer still does not provide access, the licensee shall be entitled to discontinue supply to the consumer.

11.6 The inspection team of the licensee, headed by an Officer shall carry along with them their Photo Identity Cards. Photo Identity Card should be shown to the consumer before entering the premises.

11.7 The report of inspection shall be signed by the Inspecting Officer, members of the inspection team and by the consumer, if the consumer refuse to sign the report then the same has to be recorded in the inspection report and a copy of report must be handed over to the consumer or his/her representative at site immediately under proper receipt.. In case of refusal by the consumer or his/her representative to either accept or give a receipt, a copy of inspection report shall be pasted at a conspicuous place in/outside the premises and photographed. Simultaneously, the report shall be sent to the consumer under Registered Post on the day or the next day of the inspection.

Unauthorized use of electricity:

11.8 Unauthorized use of electricity shall mean the usage of electricity -
- (i) by any artificial means; or
- (ii) by a means not authorised by the concerned person or authority or licensee; or
- (iii) through a tampered meter; or
- (iv) for a purpose other than for which the usage of electricity has been authorized;

Thus, this include following in (ii) above:
- (a) Use of electricity in the premises or areas other than those for which the supply of electricity was authorised; or
- (b) shifting of location of meter;

Assessment-

11.9 If on an inspection of any place or premises or after inspection of the equipments, gadgets, machines, devices found connected or used or after inspection of records maintained by any person, the assessing officer comes to the conclusion that such person is indulging in unauthorized use of electricity, he shall provisionally assess to the best of his judgement the electricity charges payable by such person or by any other person benefited by such use considering the charges already paid by the consumer during the period for which assessment is made.

11.10 The assessing/authorised officer shall prepare the bill for unauthorized use of electricity for the entire period during which unauthorised use has taken place. If, however, this period can not be ascertained, it shall be limited to a period of twelve months immediately preceding the date of inspection.

11.11 In cases where connection was served less than one year back or the connection was checked within last one year period, the period for assessment will be from the date of connection or last checking of connection whichever is less till the date of inspection.

11.12 Assessment shall be made at a rate equal to two times (2 times) the tariff applicable for the relevant category of consumer using electricity for the same purpose as found during inspection.

11.13 In case the consumption recorded by the meter is found in order and there is no dispute on the consumption recorded by meter, billing as per two times tariff applicable be done based on recorded consumption.

Provisional and final assessment:

11.14 The following officers of distribution company has been authorized in the rules notified by the State Government (rules) for provisional and final assessment which may be amended by State Government from time to time:

(i) Officers of rank of Asstt. Engineer – For all LT connections up to 15KW
(ii) Officers of rank of Executive Engineer – For all LT connections more than 15KW

(iii) Officers of rank of Superintending Engineer and above – For all HT & EHT connection.

Provided that in case the superior officer himself has inspected the premises then such superior officer can exercise the powers of assessing officer indicated as above.

11.15 The order of provisional assessment shall be served upon the person in occupation or possession or in charge of the place or premises within a period of 3 working days from the date of inspection in the manner as prescribed in the Rules by registered post or by hand and the acknowledgement shall be obtained.

11.16 Any person served with the order of provisional assessment as per clause 11.15 above, may accept such assessment and deposit the assessed amount within seven days of service of such provisional assessment order upon him.

11.17 Any person, who has been served notice under clause 11.15 above, may file objections, if any, within 7 days from the date of receipt of the provisional bill, to the assessing officer, as designated by the State Government in the Rules, who may, after according reasonable opportunity of hearing to such person, pass final order of assessment of electricity charges within one month of the date of the provisional assessment.

11.18 During the hearing, the Assessing Officer shall give due consideration to the facts submitted by the consumer and pass, a speaking order as to whether the case of unauthorized use of electricity is established or not. The order shall contain the brief of inspection report, submissions made by consumer in his written reply and oral submissions during hearing and reasons for acceptance or rejections of the same.

11.19 Any person served with the order of final assessment, may, accept such assessment and deposit the assessed amount with the licensee within 7 days of service of assessment order upon him.

11.20 In case of non-payment of bill amount within 7 days of serving the final assessment order, the connection will be disconnected by serving a 15 days notice, which will not be reconnected until the assessed amount is deposited. In case of non-payment, the amount will be shown as arrear in the subsequent regular bill and action be taken for recovery.

Appeal against final assessment:

11.21 Any person aggrieved by the final order may prefer an appeal within 30 days of the final order to an appellate authority as designated by the State Government in the Rules, provided that 50% of the assessed amount along with fee of 1% of finally assessed amount subject to minimum of Rs.500/- and maximum of Rs.10000/- as decided by the Commission from time to time is deposited with the licensee and documentary evidence of such deposit has been enclosed with the appeal.

11.22 Following officers of distribution licensee have been designated as appellate authority in the rules notified by the State Government, which may be amended by State Government from time to time:

(i) Next immediate officer – Executive Engineer – For all LT connection up to 15KW

(ii) Next immediate officer – Superintending Engineer – For all LT connection above 15KW

(iii) Next immediate officer – Chief Engineer – for HT & EHT consumer.

Provided that in case the superior officer himself has inspected the premises and has issued final assessment order, next immediate officer to such superior officer shall be the Appellate Authority.

11.23 The Appellate Authority will dispose of the appeal after hearing the parties and pass an appropriate order within 30 days of appeal being admitted and send copy of the order to the Assessing Officer and the appellant. The order of the Appellate Authority shall be final and shall not be appeal-able.

11.24 The consumer will be served with a revised bill as per order of the Appellate Authority to be paid in 7 days. If a consumer defaults in making payment within 7 days of serving the order of the Appellate Authority, the connection will be disconnected after serving a 15 days notice, and will not be reconnected until the bill amount is cleared. In case of nonpayment, the amount will be indicated as arrear in subsequent regular bill and action be taken for recovery.

11.25 When a person defaults in making payment of assessed amount, he shall be liable to pay, in addition to the assessed amount, on the expiry of thirty days from the date of order of assessment, an amount of interest at the rate of sixteen percent per annum compounded every six months as provided in Section 127(6) of the Act.

11.26 In case the Appellate Authority holds that no case of unauthorized use of electricity is established, no further proceedings will be initiated by the licensee and the amount deposited by the appellant shall be refunded along with interest at the rate of 16 percent per annum compounded every six months for the period from the date of deposit till the amount recovered is adjusted through adjustment in the electricity bills of the immediately succeeding months. The appellant may also opt for cash refund of the amount deposited by the appellant along with interest at the rate of 16 percent per annum compounded every six months, till payment of such amount is made by the licensee.

Maximum demand exceeding of contract demand / load found increased

11.27 The cases related to enhancement of load / exceeding the contract demand by the consumer shall be dealt as per provision given in relevant tariff order

11.28 Where two motors of same capacity are installed with common delivery pipe, capable to be used by only one motor at a time i.e. when other motor is installed as standby to meet out emergency then in such case load of only one motor shall be considered for billing purposes.

Theft of Electricity

11.29 Section 135 of the Act deals with theft of electricity stating that whoever, dishonestly

(i) taps, makes or causes to be made any connection with overhead, underground or underwater lines or cables, or service wires or service facilities of a licensee or supplier, as the case may be; or

(ii) tampers a meter, installs or uses a tampered meter, current reversing transformer, loop connection or any other device or method, which interferes with accurate or proper registration, calibration or metering of electric current or otherwise results in a manner whereby electricity is stolen or wasted; or

(iii)damages or destroys an electric meter, apparatus, equipment, or wire or causes or allows any of them to be so damaged or destroyed as to interfere with proper or accurate metering of electricity, so as to abstract or consume or use electricity; or

(iv)uses electricity through a tampered meter; or

(v) uses electricity for the purpose other than for which the usage of electricity was authorised

shall be punishable under the provision of section 135 of the Ac

11.30 Entry, search and seizure for the purpose of detection of theft a per sub-section(2) of Section 135 of the Act shall be undertaken by an officer not below the rank of junior engineer of distribution licensee as author ed by the State Government in the Rules and such entry, search and seizu e shall be carried out as per the procedure laid down therein.

11.31 After detailed examination of the evidence if the licensee or upplier is convinced that a prima-facie case exists for the abstraction, cons mption or use of electricity dishonestly against the consumer, the licensee or supplier as the case may be, may, upon detection of such theft of electricity, immediately disconnect the supply of electricity.

Provided that such disconnection can be effected by a person not below the rank of Junior Engineer or equivalent in respect of LT connection and Executive Engineer or equivalent in respect of HT and EHT connection, of the licensee or supplier, as the case may be, or any other officer of the licensee or the supplier as the case may be, of the rank higher than the rank so indicated in these clauses.

Provided further that such officer of the licensee or supplier, as the case may be, shall lodge a complaint in writing relating to the occurrence of such offence in police station having jurisdiction within 24 hours from the time of such disconnection.

11.32 The officer authorised in this behalf by the State Government in the Rules as specified in clause 11.14 of this Code above shall prepare the bill for theft of electricity pending adjudication by the special court, as per provision in section 154(5) of the Act.

Period of Assessment

11.33 The assessment shall be an amount equivalent to two-and-half times the rates as per applicable tariff for the relevant category of consumer for a period of twelve months preceding the date of detection of theft of energy or the exact period of theft if determined, whichever is less.
The period of assessment may be arrived at after taking into consideration the following guidelines or any combination thereof or any other reasonable evidence which may be provided by the consumer:
(1) Actual period from the date of commencement of supply to the date of detection of theft;
(2) Actual period from the date of replacement of component of metering system in which the evidence is detected to the date of detection of theft;
(3) Actual period from the date of previous checking of installation to date of detection of theft;
(4) Meter Reading Instrument (MRI) data should be considered wherever available.

11.34 In making such assessment the authorized officer shall also take into account the representation of the consumer submitted within 48 hours of the detection of theft or any other evidence he considers relevant. The authorized officer shall record reasons for the assessment made. Charges, if any, paid by the person during the period for which the assessment is done, shall be duly credited.

11.35 The authorized officer shall serve an order for charges against the theft of electricity committed by the person within 3 (three) working days in the manner as provided in the Rules through in person or through registered post.

11.36 The supply shall be restored to the consumer within 48 hours after removal of the cause of theft, provided that the assessed amount is deposited in full. The licensee shall take all measures to avoid recurrence of theft in the same premises before restoration of supply.

11.37 The above action shall be without prejudice to the filing criminal proceedings by the licensee in the special court constituted under chapter XV of the Act against the person involved in theft of electricity.

Responsibility on consumer to prove otherwise

11.38 If, it is proved that any artificial means not authorised by the distribution licensee or supplier, as the case may be, exist for the abstraction, consumption or use of electricity by the consumer, it shall be presumed, until the contrary is proved, that any abstraction, consumption or use of electricity has been dishonestly caused by such consumer.

11.39 The methodology for assessment of consumption in case of theft of energy

(A) In respect of existing connection:

Units assessed = L X D x H X F

Where

L = Load (connected load found in the consumer's premises during the course of inspection in KW.

D = Period of assessment in days:

H = is hours of use per day,

F = Load factor, which shall be taken for different categories of use as given below:-

S.No	Particulars	Load factor
1.	HT industries	100%
2.	HT connection other than industries (Residential, General purpose) water work.	75%
3.	LT Industry	75%
4.	LT Non domestic and Agriculture allied.	50%
5.	LT Domestic	40%
6.	LT Agriculture	50%
7.	LT Water supply	50%
8.	Street light	50%
9.	Direct theft – All categories (without availing connection)	100%

H = 8 hours all consumers (other than domestic and street light)

6 hours for domestic

12 hours for street light

For industries period of working to be decided based on its normal functioning but shall not be less than 8 hours.

(B) Assessment of energy in case of direct theft (without availing) connection:

Units assessed = L x D x H

Where,

L = Load (found connected at the time of inspection) in KW

D= Period of assessment in days; and

H= is hours per day, which shall be taken as 8 hours for all consumers except industrial consumers in respect of whom the hours of use shall be as per the hours the industry generally operates in a day which in any case shall not be less than 8 hours.

Theft of electricity in premises having no connection (direct hooking)

11.40 In case theft of electricity is detected in the premises which do not have regular electricity connection, the licensee shall forthwith disconnect the supply to such premises and shall remove the cause of theft immediately by removing the line/ cable/ plant or illegal meter up to the distribution main and other apparatus which are found being used for the purposes of theft of electricity as per the provisions of the Act and the procedure laid down in the Rules. The licensee may subsequently remove or divert or convert the line, cable or electrical plant to prevent further theft of electricity provided that such action shall not result in any inconvenience or disruption of supply to other consumers.

Procedure in case of suspected theft:

11.41 In case of suspected theft, the Authorized Officer shall remove the meter under a seizure memo and seal it in the presence of the consumer or his authorized representative and the Authorized Officer and the consumer have to sign on the seal affixed on the meter. The Authorized Officer shall record reasons to suspect theft in the premises in his report. The licensee or supplier shall continue the supply to the consumer with a new meter. The old meter shall be tested in the presence of the consumer and the Authorized Officer at the licensee's testing lab which shall give a test report, in writing, which along with photographs / video-graphs if any shall constitute evidence thereof.:

Provided that if consumer insists, the testing of the meter will be carried out at a third party facility approved by the Commission if any / or in presence of electrical inspector.

11.42 No case for theft shall be booked only on account of seals on the meter missing or tampered or breakage of glass window, unless corroborated by consumption pattern of consumer and such other evidence as may be available.

11.43 In the event of second and subsequent conviction of a person when the load abstracted, consumed or used or attempted abstraction or attempted consumption or attempted use exceeds 10 KW, such person shall be debarred from getting any supply of electricity for a period which shall not be less than three months but may extend to two years and shall also be debarred from getting supply of electricity for that period from any other sources or generating station. Such cases may be brought to the knowledge of special court and pleaded accordingly.

Abetment:

11.44 Whoever abets an offence punishable under this Act, shall, notwithstanding anything contained in the Indian Penal Code (45 of 1860), be punished with the punishment provided for the offence.

11.45 Without prejudice to any penalty or fine which may be imposed or prosecution proceedings which may be initiated under this Act or any other law for the time being in force, if any officer or other employees of the distribution licensee or the licensee enters into or acquiesces in any agreement to do, abstains from doing, permits, conceals or connives at any act or thing whereby any theft of electricity is committed, he shall be punishable with imprisonment for a term which may extend to three years, or with fine, or with both.

11.46 The licence or certificate of competency. or permit issued to any electrical contractor, supervisor or worker who abets the commissioning of an offence shall be liable for punishable under sections 135, 136, 137 or 138 of the Electricity Act, 2003 and such license or certificate of competency or permit is liable for cancellation by the licensing authority. All such cases need to be brought to the notice of the licensing authority no sooner it is detected.

11.47 Under section 151 of the Act, it is provided that the Court may also take cognizance of an offence punishable under the Act, upon a report of a police officer filed under section 173 of the Code of Criminal Procedures, 1973. In all theft cases report should generally be filed with the police.

11.48 Under section 151A of the Act, for the purposes of investigation of an offence punishable under the Electricity Act, 2003 the police officer have been given all powers as provided in Chapter XII of the Code of Criminal Procedure, 1973.

Compounding of offences

11.49 Compounding of offences shall be as per the provision of Section 152 of the Act. In compounding offences the authorised officer i.e. Chief Electrical Inspector shall act in accordance with the procedure laid down in the Rules.

11.50 A person or consumer in custody, in connection with the offence of theft of electricity, shall be set at liberty on payment of sum of money in accordance with the Sub-Section (1) of Section 152 of the Act mentioned as below as may be specified by the State Government from time to time. No proceeding shall be instituted or continued against such consumer or person in any criminal court as per Section 152(2) of the Act.

Nature of Service	Rate at which the sum of money for compounding to be collected per Kilowatt (KW)/Horse Power (HP) or part thereof for Low Tension (LT) supply and per Kilo Volt Ampere (KVA) of contracted demand for High Tension (HT)/ Extra High Tension (EHT).
1. Industrial Service	Twenty thousand rupees;
2. Commercial Service	Ten thousand rupees;
3. Agricultural Service	Two thousand rupees;
4. Other Service	Four thousand rupees;

11.51 The compounding of an offence under Section 152 of the Act shall be allowed only once for any person or consumer.

Preventive measures to control theft of electricity

11.52 The Electricity (Removal of Difficulties) Order 2005 [S.0.790 (E) dated 8th June'2005] notified by Ministry of Power, Govt. of India mandates adoption of measures to control theft of electricity.

11.53 The licensee shall arrange to provide tamper proof meter boxes on meters so as to ensure that all the premises have tamper proof meter boxes. The licensee shall simultaneously review the status of the service lines to ensure that it is proper and wherever required, it should be replaced to prevent theft/ bypassing of meter.

11.54 The licensee shall undertake regular inspection of premises of consumers and keep up necessary vigilance and shall take up necessary action to ensure

prevention of theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter. Priority shall be given in inspection/ vigilance to theft-prone areas.

11.55 The licensee shall evolve a system and put in place such a system, for regular monthly monitoring of consumption of high value consumers, which shall include all the HT connections and LT connections having contract demand/connected load of 25 HP and above. Wide variations in consumption shall be carefully analyzed. The licensee shall arrange prompt inspection in doubtful cases.

11.56 The licensee shall arrange to ensure that 33 KV & 11 KV feeder-wise losses are worked out for identified cities and district headquarter and towns of the State in phases and thereafter for other areas. The licensee shall take suitable steps for reduction of losses in the pockets of high loss identified by working out losses in the above manner.

11.57 The licensee shall also install meters on all distribution transformers and carry out energy audit so as to identify high loss pockets and take further suitable action for reduction of losses in such pockets.

11.58 The licensee shall endeavour to install remote metering devices on all 50 HP and above connections on priority for the purpose of monitoring of consumption and prevention of theft of electricity. The licensee shall further endeavour to install remote metering devices on LT connection up to 25 HP subsequently.

11.59 The licensee shall arrange to give due publicity through the media, TV and newspapers to bring awareness about the level of commercial losses, its implications on honest consumers and seek their co-operation in prevention and detection of theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter.

11.60 The licensee may, as early as possible, arrange to suitably display in its website region wise, circle wise, division wise, sub-station wise and feeder wise losses. Efforts be made for prevention of diversion of electricity, theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter and results obtained. The website may be updated every quarter.

11.61 The licensee shall arrange to provide requisite security / police force to the authorised officers for their safety. Such security squads shall invariably accompany the authorised officers during raids in order to ensure their safety.

11.62 The licensee may replace overhead bare conductors with aerial bunch cables in theft-prone areas to prevent theft by direct hooking of the licensee's lines.

11.63 The licensee may provide HV distribution system (LT less system) in theft-prone areas using small capacity distribution transformer, wherever necessary.

11.64 The licensee is authorized to relocate the meters of existing consumers to an appropriate location within the boundary wall so that it is easily accessible for reading, inspection, testing and other related works as per provision in clause 8.9 of this Code. In case of doubtful cases where continuous vigil is not

possible, the licensee may install check meters on its poles / feeder pillars. In cases of repeated theft of electricity the licensee may install billing meters for such connections on its poles/ feeder pillars under due intimation to consumer.

11.65 A list of cases where theft of electricity has been detected shall be maintained by the licensee. The licensee shall also maintain list of cases to clearly identify where second offence and subsequent offence (s) of theft have been detected and take action as per the provisions of the Act.

CHAPTER 12: GENERATOR CONNECTIVITY WITH THE GRID

Generator in consumer's installation

12.1 Operations of a generator in the consumer's installation to run in parallel with the licensee's system is permissible only with the written consent of the licensee.

12.2 Where no such consent has been given to consumer, he shall arrange the plant, machinery and apparatus of his generating units, including an extension of or addition to the same, to operate in an isolated mode and the generator, in no case, should get connected to the licensee's system so as to avoid the possibility of feedback in licensees system. The licensee, on intimating the consumer can enter the premises and inspect the arrangement to ensure that at no time the generator gets connected to its system.

12.3 In case the consumer's supply gets extended to the licensee's system from a generator or from any other source, without appropriate approval from the licensee, causing damage to the licensee's apparatus or to human life, the consumer shall be liable for the same and shall duly compensate the licensee for all losses caused to the licensee and to other affected person apart from the disconnection of supply.

12.4 Where consent has been given for connectivity with grid, the consumer shall arrange to install appropriate protective system in his installation and ensure its proper functioning. The consumer should also ensure that his supply does not get incorrectly connected to the licensee's system. The licensee shall not be liable for any damage caused to the consumer's plant, machinery and apparatus on account of such connectivity, or any adverse consequence arising thereof.

Connectivity with the grid

12.5 Procedure for availing connectivity with the grid by a generator shall be in accordance with provisions contained in CSERC (Connectivity and intra-State open access) Regulations, 2011 as amended from time to time. The technical standard safety and operational criteria with grid shall be in accordance with Central Electricity Authority (Measures relating to safety and electric supply) Regulations 2010 and Central Electricity Authority (Technical Standards for construction of electrical plant and electric lines) Regulations 2010 as amended from time to time and Central Electricity Authority (Grid standards for operation and maintenance of transmission line) Regulations, as and when they come into force.

12.6 The voltage level-wise prescribed quantum of power for injection by a generating station/captive generating plant to the intra-State transmission system and distribution system shall be as specified in Chhattisgarh State Electricity Grid Code, 2007 as amended from time to time (State Grid Code hereafter).

12.7 The voltage level-wise prescribed quantum of power for drawal by a consumer (including captive consumer) from the intra-State transmission system and distribution system (i.e. sum of quantum of open access power and contract demand with licensee) shall be as specified in clause 3.4 of this Supply Code.

12.8 Connectivity of the generator's system to the State Transmission Utility system / distribution system shall be covered by a connection agreement between the generator and State Transmission Utility / distribution licensee. The generator granted connectivity will be required to sign "Connection Agreement" prior to the physical connection with grid.

12.9 The grant of connectivity shall not entitle the generator to inject any power to the grid unless it obtains long-term open access, medium-term open access or short-term open access or have agreement to supply to distribution licensee.

12.10 A generating station or captive generating plant can construct, operate and maintain its dedicated transmission line. A generator may get the work of dedicated transmission line for connecting its power plant to the grid executed by the licensee or may execute itself. In such case, procedure and time schedule for extension of line for release of connection to a consumer as specified in clause 4.58 of this Code shall be applicable.

12.11 In case the generator desires to maintain its dedicated transmission line itself, it need not require to get the work supervised by the licensee and hence not required to pay supervision charges.

Start-up power by generator

12.12 Generator have option either to avail or not to avail start-up power from the licensee's system. In case the generator has not contracted with licensee for start-up power but eventually draws power from the grid, shall be billed as per tariff decided by the Commission in relevant tariff order.

12.13 The generator may contract for start-up power with licensee for contract demand as per provision specified by the Commission in relevant tariff order. Start-up power can be availed for commissioning of the generator and its auxiliaries and thereafter. The import / export meter installed at interface point to record the energy injected in to the grid shall be used as billing meter for recording demand and consumption for start-up power purpose. For the purpose of meter reading, billing and payments etc. for start-up power the relevant provisions of this Code shall be applicable.

Reduction of contract demand by prospective captive and non-captive consumer:

12.14 A consumer of distribution licensee who becomes captive / non-captive consumer of captive generating plant (CGP) may reduce their contract demand with the licensee to the extent desired even to zero. This facility will be available once during the initial period of agreement, subject to condition that the contract demand has not been reduced already during the initial agreement period in accordance with provision in clause 7.9 of this Code. This relaxation will be applicable for new captive power plant for the purpose to attract new investment in the field of power generation. For the purpose of meter reading, billing and payment etc. for the electricity used by generator and captive load from the grid the relevant provision of this Code shall be applicable.

12.15 In case of outage of CGP supplying power to a captive/non-captive consumer who has reduced its contract demand to zero and availed open access, standby arrangement of supply may be provided by the licensee, and billing for power drawn will be as per the standby charges fixed by Commission in relevant tariff order considering the supply availed as temporary in nature, subject to prior intimation by CGP to the distribution licensee.

Metering at interface point:

12.16 Interface meters (main meter) shall be installed and maintained by the State Transmission Utility or transmission licensee or distribution licensee for and at the cost of generator seeking connectivity at STU or transmission licensee or distribution licensee system as the case may be.

12.17 The metering at the inter-connection point for main meters and check meters shall be ABT compatible. All matters and arrangements relating to metering shall be governed by CEA (Installation and Operation of meter), Regulations, 2006 and as amended from time to time. The interface meters for measuring the quantum of energy injected into the grid by generator or captive generating plant shall be installed at the grid sub-station of licensee. For bulk consumers availing power through open access, the interface meter for measurement of energy drawal shall be installed in consumer's premises.

12.18 The main and check meters shall always be maintained in good condition and periodically tested and calibrated by the concerned licensee in the presence of the generator as per clause 8.18 of this Code. The meters shall be sealed in the presence of both parties. Defective meters shall be replaced immediately.

12.19 Reading of the main and check meters shall be taken periodically, on appointed date by an officer of the concerned licensee authorized for the purpose, and the generator or his representative, as the case may be.

Assessment in case of defective meters:

12.20 If in any month the readings of main meter differs from the reading of corresponding check meter beyond permissible accuracy limit, as prescribed, the main and check meters shall be tested in turn and errors at various levels as per standard procedure would be determined and billing shall be done accordingly.

12.21 When main meter is found to be defective or has stopped, reading of the check meter shall be considered for billing purpose subject to condition that the check meter has been found working properly.

12.22 In case of outage of both the main and check meters, if any energy is interchanged in the intervening period the assessment has to be done on the basis of reading recorded in generator's sending end meter if found working properly by considering average of previous 3 months percentage line loss when both interface meter and generators meter were found working properly.

12.23 In case of outage of both the main meters and check meters so also generator's sending end meters, the energy injected into the State grid may be assessed considering energy balancing and on the basis of average of previous three months energy loss calculated of the respective sub-station of licensee when main/check meters were working properly by way of energy balancing.

12.24 In case the meter installed in the premises of bulk consumer who is availing open access becomes defective, the assessment of energy drawal is to be done as per the provisions specified for consumers in clause 9.16 of this Supply Code.

CHAPTER 13: MISCELLANEOUS

Force Majeure:

13.1 Any event which is beyond the control of the agencies involved which they could not foresee or with reasonable amount of diligence could not have foreseen or which could not be prevented and which substantially affect the performance by either agency such as but not limited to:-

a) Acts of God, natural phenomena, including but not limited to floods, droughts, earthquakes and epidemics;

b) Acts of any Government domestic or foreign, including but not limited to war declared or undeclared, hostilities, priorities, quarantines, embargoes;

c) Riot or civil commotion;

d) Grid's failure not attributable to agencies involved.

13.2 The licensee shall not be liable for any claim for loss, damage or compensation whatsoever arising out of failure of supply when such failure of supply is due to force majeure condition either directly or indirectly.

If at any time during the continuance of the agreement between the licensee and the consumer, the use of electricity is not possible either fully or partially, to the consumer due to force majeure conditions stated in para 13.1above, the consumer may, on giving 7 days notice in writing to the licensee, about such a situation, take a reduced supply of power as may be necessary and feasible. In all such cases where the consumer claims force majeure conditions, the licensee's authorized representative shall verify the same. Such a facility shall be available to the consumer only if the period of reduced supply is for a minimum period of 30 days. The aforesaid period of reduced supply shall not be counted towards the initial period specified in the agreement and the period of agreement shall be extended for further period equal to the period of reduced supply.

13.3 In case the licensee is unable to supply power to a consumer who is not otherwise a defaulter, disconnected or unconnected, for a period of 10 days (each day shall consist of power cut from 00 hours to 24 hours) or more in a calendar month, the licensee shall bill charges on the consumer in the following manner:

(a) Energy charges shall be on the basis of actual meter reading recorded in the energy meter.

(b) Other charges (excluding electricity duty and cess) shall be prorated on the basis of the number of days power was provided to the consumer.

Damage to electrical plant, lines or meter

13.4 If the electrical plant, lines or any other equipment. of the licensee placed in the consumer premises is found damaged by the consumer or otherwise then the licensee shall be entitled to recover the expenses incurred for restoration of such plant, line, or equipment., without prejudice to his right to take action under appropriate provisions of the Act, including disconnection of supply for non-payment of the cost for replacement/rectification, and action for theft or assessment for unauthorized use, as the case may be.

Clearance from electric lines (clause 63 of CEA Safety Regulation):

13.5 If at any time subsequent to the erection of an overhead line, whether covered with insulating material or not, any person proposes to erect building or structure or flood bank or to raise any road level or to carry out any other type of work whether permanent or temporary or to make in or upon any building or structure or flood bank or road, any permanent or temporary addition or alteration, he and the contractor whom he employs to carry out the erection, addition or alteration, shall-give intimation in writing of his intention to do so, to the supplier or owner and to the Electrical Inspector and shall furnish therewith a scale drawing showing the proposed building, structure, flood bank, road or any addition or alteration and scaffolding thereof required during the construction.

13.6 The licensee without undue delay shall convey an estimate of the cost of the expenditure likely to be incurred to so alter the overhead line as required by him to deposit, within thirty days of the receipt of the notice, with the supplier.

13.7 Any addition or alteration to the building or structure shall be allowed only after the deposit of such estimated cost to the supplier or owner.

13.8 Consumers shall ensure that buildings, structures, additions, alterations modifications and any other construction projects keep the minimum clearances required from existing supply lines of the licensee. These minimum clearances are specified in CEA Safety Regulations as shown in Annexure 12.

13.9 Due care should also be taken at the time of plantation below electric line. Dwarf size plantation be preferred to ensure maintenance of safe recommended clearance with electric line after full growth of tree.

Authorisation of Franchisees

13.10 A licensee may authorise a franchisee to distribute electricity on its behalf in a particular area within the former's area of supply as per the provisions of the Act and this Code will be applicable to such franchisees also.

Distribution in SEZ area

The relevant provision of this Code shall also be applicable on the person / body corporate / agency authorized by State Government to supply power in SEZ area.

Service of Notice

13.11 Any letter, order or document addressed by the licensee to the consumer shall be deemed to be duly given, if served in writing and delivered by hand at, or sent by post /courier, to the address specified in the consumer's application or in the agreement with the consumer if entered into or as subsequently notified to the licensee. In case there is no person on the premises to whom the notice can with reasonable diligence be delivered, the notice may be served by affixing it on some conspicuous part of the premises.

13.12 The licensee may serve any general notice like message regarding shutdowns load regulatory measures, applicability of new tariff or change in due date of payment etc. in a widely circulated local newspaper(s).

13.13 All communications to the licensee shall be addressed to:

(a) The officer authorized or designated by the distribution licensee for HT and EHT consuemr.

(b) The licensee's Executive Engineer or person holding an equivalent post of the area or his authorised representative in the case of L.T. consumers.

Unforeseen Circumstances

13.14 If any circumstances not envisaged in the provisions of this Code, should arise, the licensee shall, to the extent reasonably practicable in the circumstances, consult promptly and in good faith all affected parties in an effort to reach an agreement as to what should be done. If an agreement between the licensee and those parties cannot be reached in the time available, the licensee shall determine it in the manner best to its ability.

13.15 Wherever the licensee makes such a determination, it shall do so having regard, wherever possible, to the views expressed by the affected parties and, in any event, to what is reasonable in the circumstances. Each party shall comply with all instructions given to it by the licensee following such a determination, provided that the instructions are consistent with the Act and prevailing Codes and Regulations. The licensee shall promptly refer all such unforeseen circumstances, and any such determination to the Commission.

13.16 The licensee may issue a manual/guideline indicating the detailed procedure to be followed by the officers and employees of licensee for their guidance and proper functioning so as to ensure timely execution of work and quick release of connection.

13.17 To standardize the voltage-wise type of support and minimum size of conductors to be used in urban/semi urban/rural areas, in order to have uniformity. For construction work other than related to individual consumer for connection, size of conductor be used so as to be able to meet out developing load for at least coming five years.

Interpretation:

13.18 These conditions shall be read and construed as being subject, in all respects, to the provisions of the Electricity Act, 2003. CEA Metering Regulations, CEA Safety Regulation and CEA Construction Regulation and as amended from time to time and the Rules made therein and to the provisions of any other law relating to the supply of electricity for the time being in force; and nothing contained in this Code shall abridge or prejudice the rights of the licensee and the consumer under any Central Act or State Act or Rules made there under.

13.19 In case of any dispute regarding the meaning or scope or interpretation of this Code, the interpretation of the Commission shall be final and binding on all concerned.

Repeal

13.20 With the notification of this Supply Code, the following Supply code and Regulations shall cease to operate from the date of publication of this Supply Code in the Chhattisgarh Rajpatra.

1. Chhattisgarh State Electricity Supply Code 2007
2. Chhattisgarh State Electricity Regulatory Commission (Security Deposit) Regulations, 2005
3. Chhattisgarh State Electricity Regulatory Commission (Procedure for filing appeal before the appellate authority) Regulations, 2005

Power to remove difficulties:

13.21 If any difficulty arises in giving effect to any of the provisions of this Code, the matter may be referred to the Commission who after consulting the parties affected, where considered necessary, may pass any general or special order, not inconsistent with the provisions of the Act or any other enactment relating to supply of electricity for the time being in force, which appears necessary or expedient, for the purpose of removing the difficulty.

Jurisdiction of Court:

13.22 Proceedings arising out of this Code and the agreement made there under if any, shall be filed in the Court under whose jurisdiction the agreement was executed,

Savings

13.23 Nothing in this Code shall be deemed to limit or otherwise affect the inherent power of the Commission to make such orders as may be necessary to meet the ends of justice or to prevent abuses of the process of the Commission.

13.24 Nothing in this Code shall bar the Commission from adopting in conformity with the provisions of the Act, a procedure, which is at variance with any of the provisions of this Code, if the Commission, in view of the special circumstances of a matter or class of matters and for reasons to be recorded in writing, deems it necessary or expedient for dealing with such a matter or class of matters.

13.25 Nothing in this Code shall, expressly or impliedly, bar the Commission dealing with any matter or exercising any power under the Act for which no Codes have been framed, and the Commission may deal with such matters, powers and functions in a manner it thinks fit.

13.26 Licensee is authorized to modify the structures of format provided in Annexures of this Code in order to meet any requirement that may arise as a consequence of the provisions of this Code so that formats are consistent with the prevailing rules, regulations and provision of this Code

13.27 **Power to amend**

The Commission may, at any time, add, vary, alter, modify or amend the provisions of this Code.

13.28 **Power to relaxation**

The Commission may, in the public interest and after recording reasons in writing, relax the provisions of this Code, in appropriate cases

Note- In case of any difference / dispute in the interpretation or understanding of the provisions of the Hindi version of this Supply Code with that of the English version (the original version), the latter will prevail and in case of any dispute in this regard, the decision of the Commission shall be final and binding.

By order of the Commission,
N. K. RUPWANI, Secretary.

Annexure-1

Application from – for new Low Tension Connection

(Please strike-off of purpose that is not applicable)

1	Name of the Applicant / Organization:	
2	Name of father/husband/Director/Partner/Trustee:	
3(a)	Postal Address for communication	House/Plot/Premise no. Street Area/Colony Town/City/Village District Mobile No. E-mail:
(b)	Location where the new connection is applied for *(indicate any landmarks to identify the location)*	House/Plot/Premise no. Street Area/Colony District
4	Plot size:................................ sq. feet	Covered area:.........................sq. feet
5	Category of Supply:(list of categories attached)	
6	Purpose of Supply:	
7	Total Load applied for (in kW)/HP:	
8	Type of Supply (permanent/Temporary):	
8(a)	If Temporary supply, specify period of requirement:	From (date): To (date)
9	Please indicate whether you want to carry out the works of laying service line and/or dedicated distribution facility for the electricity supply requisitioned (Yes/No)	
10	Please indicate whether you want to install your own CEA approved meter (Yes/No)	
11	List of documents attached:	
(a)	Photograph to be affixed on application form (Yes/No)	
(b)	Identity Proof submitted along with this application form:	
	- If applicant is a person *(Tick any one)*	(i) Electoral identity card; (ii) Passport (iii) Driving License; (iv) Ration Card; (v) Photo identity card issued by Government agency; (vi) PAN card; (vii) Certificate from village Pradhan/Patwari
	- If Applicant is an organization *(Tick any one)*	Signature of competent authority along with relevant resolution/authority letter of the institution concerned

(c)	Proof of legal occupancy of premises for which electricity connection is required along with a copy of map of premise/land indicating proposed point of supply *(Tick any one)*	(i) Copy of Registered sale deed/lease deed/partition deed, succession or heirship certificate or deed of last will/ certificate from Sanpanch/Patwari, payment of property tax or in the case of agriculture connection a copy of khasra/khatauni/khata nakal along with location of water source. (ii) Registered General Power of Attorney; (iii) Municipal tax receipt or Demand notice or other related document; (iv) Letter of allotment issued by competent authority (v) An applicant who is not an owner but an occupier of the premises shall along with any one of the documents listed at (i) to (iv) above also furnish a no objection certificate from owner of the premises.
(d)	Proof of current address *(Tick any one)*	(i) Electoral identity card; (ii) Passport; (iii) Driving license; (iv) Ration card; (v) Photo identity card issued by any Government agency; (vi) Statement of running Bank Account; (vii) Water/Telephone/Electricity/Gas connection Bill; (viii) Income Tax assessment order.
(e)	Any other document as applicable *(Please specify)*	
12	Any electricity dues outstanding in licensee's area of operation in consumer's name: Yes/No	
13	Any electricity dues outstanding for the premises for which connection applied for: Yes/No	
14	Any electricity dues outstanding with the licensee against any firm with which the consumer is associated as an Owner, Partner, Director or Managing Director: Yes/No	
	(For questions 13,14 & 15 if the answer is 'Yes' in any case please provide details on a separate sheet)	

I/We hereby declare that

(a) The information provided in this application is true to my knowledge.
(b) I/We have read the Chhattisgarh Electricity Supply Code and agree to abide by the conditions mentioned therein.
(c) I/We will deposit electricity dues, every month, as per the applicable electricity tariff and other charges.
(d) I/We own the responsibility of security and safety of the meter, cut-out and the installation thereafter.

Date:
Place:

Signature of the consumer/Authorized Signatory
Name:
Designation:

Note: Apart from documents for identify proof, proof of ownership/occupancy of premises and proof of current address, the following documents shall be attached with the application form

1. In case of a partnership firm – The applicant shall furnish the partnership deed and an authorization in the name of the applicant for signing the requisition form and agreement.
2. In case of public and/or private limited company – the applicant shall furnish a Memorandum and Articles of Association and Certificate of Incorporation along with an authorization in the name of the applicant for signing the requisition form and agreement.
3. Other documents applicable only for select consumer categories:
   (a) Industrial consumers: Valid industrial license, NOC from Pollution Control Board if applicable
   (b) Agriculture consumer: No Objection Certificate from competent government authority, if source of water is river, tank, canal etc.
   (c) For Temporary Structure: No Objection Certificate allotment order from the nagar nigam/nagar palika/ nagar panchayat/ gram sabha/ gram panchayat/land development authority/land owning agency.
   (d) Approval/permission of local authority if required under any law/statue.

Acknowledgement

Application of ....(name of applicant) for .... (purpose) is hereby received on ....(date). In the regard, the applicant is given a reference no. .... to be used for all future correspondence.

Signature / Seal of licensee's representative

Name and Designation:

Annexure-2

Application form – for new High Tension / Extra High Tension connection

(please strike-off the purpose which is not applicable)

1	Name of the Applicant / Organization	
2	Name of father/husband/Director/Partner/Trustee:	
3	Postal Address for communication with Telephone Nos and E-mail address.	
4	Address where the new connection is applied for *(Indicate landmarks to identify the location)*	
5	Voltage at which supply is required (kV) *(Please tick the category applicable)*	11KV 33KV 66KV 110KV 132KV 220KV
6	Type of Supply (Permanent/Temporary):	
6(a)	If Temporary supply, specify period of requirement:	From (date): To (date):
7	Total Contract Demand applied for kVA:	
8	Basis for projection of Contract Demand – Diversity Factor assumed:	
9	Phasing of Contract Demand required (Yes/No):	
	If Yes, then provide the following details in the given format:	
	CD required (kVA) along with remarks, if any	*Tentative Date from which required*
	(a)	
	(b)	
	(c)	
10	Purpose of connection	
11	Category of Tariff opted for:	
12	Production capacity:	
13	Category of Industry: *(Tick the applicable one)*	SSI MSI LSI
	Type of unit: *(viz. Ownership/Partnership/Private Ltd. /Public Ltd/Society/ Govt. Dept./Govt undertaking)*	
14	Name of Institution developing Industrial Premises: if any	
15(a)	Possession Letter or No-Objection Certificate attached	Yes / No
15(b)	Issued by the Institution *(attach a copy)*	Number: Date:
16	Whether supply is needed through an independent feeder	Yes / No
17	Whether the above unit ever operated at some other place or applied for connection? *(if Yes, please provide details)*	(a) Sanctioned Load: (b) Service Connection No. (c) Arrears of payment (if any):
18	If electricity connection for the premises was requested in the past?*(If Yes, please provide details)*	(a) Name of unit: (b) Service Connection No: (c) Arrears of payment (if any):
19	Status of land acquisition:	
20	Expected date by which finance will be available:	
21	Whether the requisite consent / NOC (if applicable as per the list of Pollution Control Board) has been obtained as per statutory requirements *(If yes, attach a copy)*	
22	Any electricity dues outstanding in licensee's area of operation in consumer's name: **Yes / No**	

23	Any electricity dues outstanding for the premises for which connection applied for: Yes / No
24	Any electricity dues outstanding with the licensee against any firm with which the consumer is associated as an Owner, Partner, Director or Managing Director: Yes / No
	(For questions 22, 23 & 24 if the answer is 'Yes'
25	Please indicate whether you want to carry out work of laying of line. Yes / No

I/We hereby declare that

(a) The information provided in this application is true to my knowledge.

(b) I/We have read the Chhattisgarh Electricity Supply Code and agree to abide by the conditions mentioned therein.

(c) I/We will deposit electricity dues, every month, as per the applicable electricity tariff and other charges.

(d) I/We own the responsibility of security and safety of the meter, cut-out and the installation thereafter.

Date:
Place:

Signature of the consumer/Authorized Signatory
Name:
Designation and Seal:

Note: The following documents shall be attached with the application form:

1. Proof of ownership of the premises.
2. A map indicating the proposed location of the plant/office duly marked the area by red ink where supply is to be utilized and the point where supply is required. MoP should normally be scale of 1 Cm representing 1200 Cm.
3. Licence/NOC from statutory authority, if required or a declaration by the applicant that his connection does not fall under the requirement of NOC under any statute.
4. In case of a proprietary firm, an affidavit to be submitted stating that the applicant is the sole proprietor of the firm.
5. In case of partnership firm, partnership deed.
6. In case of Limited Company, Memorandum and Articles of Association and Certificate of Incorporation.
7. Proof of permanent residential address of the consumer and PAN Number, if any. If there is any change at a later date, the same shall be intimated by the consumer to the licensee immediately.
8. Letter of intent for production/enhancement in production may be furnished.
9. List of equipments proposed to be installed along with the expected load.
10. Resolution for authorized signatory.
11. Registration from Industries Department.
12. Extract of project report relevant to power and process requirements (in case of industries)
13. Copy of the relevant section of the current tariff order that provides details of the tariff category opted by the consumer and duly signed by him. This will be appended with the agreement after completion of formalities.

Acknowledgement

Application of ....(name of applicant) for .... (purpose) is hereby received on ....(date). In the regard, the applicant is given a reference no. .... to be used for all future correspondence.

Signature / Seal of licensee's representative
Name and Designation:

Annexure-3

AGREEMENT FOR ELECTRICITY SUPPLY TO THE CONSUMERS

This agreement is made on this .... day of .... Year .... between Chhattisgarh State Power Distribution Company Limited being a deemed licensee under Section III of the Electricity Act 2003 and having its corporate office at Danganiya, P.O. Sunder Nagar, Raipur (C.G.) 492 013 (hereinafter referred to as "**the license**"which expression shall, unless repugnant to the context or meaning thereof be deemed to include its successors and permitted assigns) of the one part and Shri/Smt/M/s ....

....

Son/daughter/wife/proprietor/Director of ....

....

(hereinafter called "**the Consumer**" which expression where the context so admits shall include his heirs, executors, administrators, legal representatives, successors in business and assigns) of the other part.

WHEREAS the Consumer is being supplied/has agreed to receive supply of electricity in his premises situated at (Full Address) .:...

....

(as per enclosed plant, (where boundaries are marked by red ink) as required only in case of HT and LT industrial consumers having connected load above 25 HP); for the purpose of .... and the licensee has agreed to supply to the consumer such electricity upon the terms and conditions hereinafter contained.

NOW IT IS HEREBY DECLARED AND AGREED AS FOLLOWS:

1. That the consumer (s) declares that he is / are lawful occupant (s) of the premises situated at ....
.... (hereinafter referred to as "**the premises**").

Signature of the Applicant
Name of the applicant

2 (a). Subject to the provisions hereinafter contained and during the continuance of this agreement, the licensee shall supply to the consumer and consumer shall take from the licensee such electricity as the consumer requires for his own use and for the above mentioned purpose at his premises referred to above up to a maximum of:

.... KVA/Kilo Watt/HP from ....
.... KVA/Kilo Watt/HP from ....
.... KVA/Kilo Watt/HP from ....

(hereinafter called the "contract demand or contracted load')

(b) The Licensee agrees to provide the requisite quantum of electricity as stipulated under foregoing Para 2(a) at .... Volts for supply to the consumer and the consumer agrees to pay the necessary charges for receiving supply in accordance with the provisions under Section 45 of the Electricity Act, 2003 and other applicable provisions (hereinafter referred to as the "Supply Code") and Schedule of General and Misc. Charges and other Regulations of the Chhattisgarh State Electricity Regulatory Commission (hereinafter referred to as 'CSERC') as amended from time to time.

3. The commencement of this agreement shall be either from the actual date on which connection is served to the consumer or the day immediately following the expiry of notice of intimation served by the licensee on the consumer that supply of electricity is available under this agreement in accordance to the provisions of Supply Code, whichever is earlier.

4. The parties to this Agreement are bound to comply with the relevant provisions of the Act and all regulations made thereunder including the Supply code, as amended from time to time. Parties also agree to abide by all other rules and regulations in force from time to time and having bearing on such supply and use of electricity as well as directions and orders that may be issued by the CSERC from time to time.

5. This agreement shall remain in force from the date hereto and shall, continue in force subject to termination of electricity supply and consequent cessation in accordance with the provisions of the Supply Code.

6. The consumer agrees to deposit necessary security and additional security as the case may be, as regulated in accordance to the provisions under the Supply Code as amended from time to time.

7. That the consumer shall provide at his cost, adequate space for the installation of metering devices, equipment and other apparatus to facilitate supply of electricity to the consumer and for keeping the account of consumption.

8. The meter shall be properly sealed by the licensee in the presence of consumer or his representative and shall not be interfered with by either party, except that the licensee may change/replace the seals as and when required, in the presence of the consumer or his representative.

9. The supply and use of electricity under this agreement shall be strictly regulated in accordance with the various provisions of the Supply Code as amended from time to time.

10. Subject to the provisions of the applicable laws, the consumer undertakes that he would take due care of the security of all the metering devices and equipments and other apparatus installed in his premises by the licensee an also undertakes to indemnify the licensee for any loss or damage to such metering devices, equipments and other apparatus or to any third party on account of any fault in electric work at the premises of consumer.

11. Nothing contained in this agreement or any amendment thereof shall restrict any rights, obligations and discretions which the licensee or the consumer may derive under any law enacted regarding supply and consumption of electricity during the period of this agreement.

12. The consumer shall pay to the licensee every month, charges for the electricity supplied to him during the preceding month at the tariff applicable to the consumer category for which supply of electricity has been agreed including variable cost adjustment charges, if any, as per the orders of CSERC from time to time. The current applicable schedule of tariff is as indicated below:-

(i) Tariff order references of CSERC .... order dated ....
(ii) Tariff schedule ....
(iii) Tariff applicable ....

13 That all or any taxes/duties as may be levied by the Central/State Government, local bodies on the sale of electricity shall be paid and borne by the consumer.

14. That the consumer undertakes to clear all accumulated/outstanding dues against the premises and the Licensee is authorized to recover the same from the consumer or transfer the dues to any existing electricity connection existing in favour of the consumer even at other premises.

15. That the consumer declares that he shall use electricity only for the purpose for which it has been sanctioned by the licensee and shall in no way be used for any other purpose(s).

16. That the consumer undertakes/declares that he shall not extend/sublet this electricity supply to any other premises/person.

17. That the consumer declares that, the industry/trade has not been categorized as be obnoxious, hazardous/pollutant by any Government agency and that no court orders are being infringed by grant of applied electricity connection at his premises. In case at a later date it is found otherwise, then the electricity supply would immediately be disconnected by the Licensee without any liability.

18. That grant of the electricity connection applied for will not confer any legal right for regularization of building/land use in respect to the electricity connection provided at the consumer's premises.

19. That the licensee shall be at liberty to adjust any dues including electricity consumption charges against the security deposit or any other deposit made by the consumer with the licensee, in the event of termination of the agreement or in case of any contractual default.

20. That the consumer would allow clear and encumbered access to all authorized officials of the licensee to his premises for the purpose of meter reading, maintenance, inspection, checking, testing etc.

21. That the licensee shall have the right to disconnect the electricity of the consumer premises in the event of any fault and/or non-compliance of statutory requirement and/or in consequence of an order by statutory authority/court of law without any liability.

22. All disputes and claims arising out of this agreement shall be subject to the resolution as per the provisions of Section 42 of the Act.

23 (a) The consumer agrees to regulate consumption of electricity supplied to him under this agreement during peak hours as may be directed by the licensee in writing.

(b) The consumer agrees to the supply of electricity under this agreement being curtailed, staggered or cut off altogether by the licensee if the power position or any other emergency in the power system warrants such a course of action.

24. That the licensee is authorized to disconnect the supply of electricity by issuing a disconnection notice in writing to the consumer in the event of non-compliance by the consumer of any of the conditions of this agreement and violation of any provision of the Act and Regulations notified by the CSERC as applicable from time to time.

25. Where any expression used in this agreement is not defined in it or the Act or Rules and Regulations framed thereunder or in the General Clauses Act, 1897 such expression shall have the meaning generally assigned to it in common parlance.

26. The parties acknowledge and accept that the provisions of this Agreement shall at all times be read subject to the provisions of the Act, Rules, Regulations and Codes issued thereunder, the orders, directions etc. made by the CSERC from time to time and in case of any inconsistency between the provisions of this Agreement and the provisions of the Act, Rules, Regulations, Codes, Directions etc. mentioned above, the later shall prevail.

27. Special conditions (if any):-

IN WITNESS WHEREOF the .... Chhattisgarh Sate Power Distribution Company Limited by order and direction of and on behalf of Chhattisgarh State Power Distribution Company Ltd. .... and the consumer .... have hereunto set their signature and the common seals, the day, month and years first written above.

Signed by the above named
In the presence of

1. (Name and address)

Authorized Representative of Chhattisgarh
State Power Distribution Co. Ltd.

2. (Name and address)

The common seal was hereunto
affixed in presence of

1. (Name and address)

Seal of the Licensee

2. (Name and address)

Signed by the above named
In the presence of

1. (Name and address)

(Consumer)
(Name and Address)
....
....
....

Paste passport size photo and Put signature across it for connection other than Govt. and local body

2. (Name and address)

The common seal was hereunto
affixed in presence of

1. (Name and address)

(Rubber / Common Seal of the
Consumer, if applicable

2. (Name and address)

Annexure-4

Application form – Change in Name of Registered Consumer/Transfer of Ownership to Legal Heir/Change of Consumer Category/ Shifting of premises

(Tick the applicable purpose)

1	Service Connection No.	
2	Name of Registered Consumer (at present)	
3	Consumer category	
4	Contracted load	
5	Address:	Telephone No. Mobile No.
6	Name of the person in whose name connection to be changed (in capital letters)	
7	Request for change in service:	
i)	If request is for change in consumer category, mention the tariff category to which consumer wants to shit	*(See list of all tariff categories attached with this form)*
ii)	If request is for change in premises: a) New address to which existing service connection is to be shifted. b) Details of equipment to be shifted (Meter/service line, LT/HT line, transformer etc):	
7	Reason for change in service	

Note: The following documents are attached with the application form:
(Tick whichever applicable)
1. Copy of latest bill duly paid
2. Proof of ownership/legal occupancy of premises
3. No objection certificate from the existing consumer if available/possible.
4. Registered deed/Succession or legal Heir certificate/Mutation deed/.................. *(if any other document, please specify)*
5. NOC from other legal heir(s) in case connection is to be changed in the name of one of the legal heirs.

Date: Signature of the Consumer
Place: Name:

Acknowledgement

Application form of Service Connection No........................... at present in the name of ....(name of applicant) has been received on ....(date) for changing the name of consumer to .... In this regard, the consumer is given a reference no. .... to be used for all future correspondence.

Signature / Seal of licensee's representative
Name and Designation:

Annexure-5

Application form – Load Enhancement / Load Reduction/Change in Supply Voltage
(Tick the applicable purpose)

1	Name of the Applicant/Organization	
2	Service Connection Number	
3	Address of premises to which electricity is being supplied	Telephone No. .... Mobile No.
4	In case of Load Enhancement Existing sanctioned load (in kW)	Enhanced load requested (in kW)
5	In case of Load Reduction Existing sanctioned load (in kW)	Reduced load requested (in kW)
6	Reason(s) for Load Enhancement / Reduction	
7	Details of load added/disconnected from supply, if applicable *(please attach list of equipments category-wise)* a) Lighting b) Motive power c) Agricultural d) Other (please specify)	
8	If request is for conversion of service/change in supply voltage *(Tick whichever applicable)*	a) Conversion from LT single phase to LT 3-phase b) Conversion from LT 3-phase to LT single phase c) Conversion from LT to HT d) Conversion from HT to LT e) Conversion from HT to EHT

Date: Signature of the Consumer
Place: Name:

Note: The following documents are attached with the application from (if applicable)
1. A work completion certificate & test report from Licensed Electrical Contractor, if the consumer's installation has been altered.
2. Resolution for authorized signatory.

Acknowledgement

Application of .... for load enhancement / load reduction against Service Connection No. .... is hereby received on ....(date). In this regard, the applicant is given a reference no. .... to be used for all future correspondence.

Signature / Seal of licensee's representative
Name and Designation:

Annexure-6

Format for Intimation to Consumer after Temporary Disconnection of Supply

Licensee's Office Address Date ....

Service Connection No. ....

Name of consumer:..

Consumer category ....

Contracted Load: ....

Address of consumer...
....
....

This is to inform you that your supply has been temporarily disconnected with effect from (date) due to the following reasons (s):
....
....
....
You have stopped payment of electricity bill from the month of .... and presently dues of amount Rs...................... In outstanding against you in respect of said connection.

You are requested to remove the cause of disconnection and intimate this office at the earliest. You are also requested to pay a sum Rs................. towards disconnection & re-connection charges and .... (mention if any other dues are to be deposited, with a detailed break-up).

If the cause of disconnection is not removed to the satisfaction of this office and above amount is not paid, with 15 days of this notice it will be presumed that you are not interested to avail the electric supply, accordingly the meter installed in your premises will be removed and your supply will be disconnected permanently after expiry of agreement period without any further notice, which please note.

Thank you,
Sincerely,

Signature / Seal of licensee's representative
Name and Designation:

Annexure-7

Request for Permanent Disconnection & Termination of Agreement

Service Connection No. ....

Name of the consumer ....
Consumer category ....
Contracted Load ....
Address : ....

It is requested that the above connection may be disconnected permanently and the relevant Agreement with the licensee by terminated forthwith.

Note: The following documents are attached with the application form

1. Copy of last bill.
2. Copy of payment receipt of last bill

Thank you,

Signature of the Consumer
Name
Phone No. :
Address

Date:............
Place:..................

Acknowledgment

Application of ....(name of applicant) complete in all respects for disconnection and termination of Agreement has hereby been received at this office on ....(date).

In this regard, the applicant is given a reference No. .... to be used for all future correspondence.

Signature / Seal of licensee's representative

Name and Designation:

Annexure-8

Format for Intimation to Consumer after Termination of Agreement

Licensee's Office
Office Address

Date ....

Service Connection No. ....

....(Name of consumer)
....(Address of Consumer)
....
....
....

This is to inform you that an agreement dated ....against Service Connection No..................... between yourself and ....(name of licensee) regarding supply of ....HP/kW (contracted load/ demand) in the .... consumer category has been terminated w.e.f. ....(date) on account of . (reason)..

Your supply has been disconnected permanently.

After final adjustment of all charges and energy bills an amount of:

1. Rs.................. is payable to you for which Cheque No. ...... is enclosed.
2. Rs.................. is due from you. You are requested to pay the amount within a week of receipt of this letter, failing which, action as prescribed under the law shall be initiated for recovery of the amount.

Thank you,
Sincerely,

Signature / Seal of licensee's representative
Name and Designation:

Annexure-9

Meter Related Complaints / Request for Testing of Meter

Complaint reference No.: .... (to be given by licensee)

1. Service connection No.: ....

2. Name of the consumer: ....

3. Address and Telephone No. of the consumer: ....

....

....

4. Brief description of the complaint – Meter brunt out / Completely stopped/ Fast meter/ Seal broker / Testing of meter

5. Any other information

Date: (Signature of Consumer)

(For Office Use)

1. Site verification report

Signature (concerned official)

3. Comments of concerned official

Signature (concerned official)

Acknowledgement

Complaint reference no.:.............................. **(to be given by licensee)**

Complaint received by: .... **(name and designation)**

Date of receiving complaint: ....

Signature / Seal of licensee's representative
Name and Designation:

Annexure-10

Recommended sizes and Ratings of cable for service connection / transformer and power loads:

S.No.	Purpose & Voltage	Description	Service Rating
1	Street Light Fitting 250/440V	Cable W.P. Alu 1 core 1.5 Sqmm Polythene	All categories of lamps
2	Domestic Service 250/440V 650/1100 V	(a) 2.5 Sqmm 1 core cable W.P. Alu. P.V.C. polythene	Upto 10 Ams.
		(b) As above 2(a)	3 to 5 HP
		(c) 6 Sqmm 1 core cable W.P. Alu PVC polythene	20 Amps.
		(d) Same as 2(c)	7.5 to 10 HP
3	Power Service 650/1100 V	(a) 25 Sqmm 1 core cable W.P. Alu. P.V.C. poly/PVC	15 to 30 HP and 25 KVA Transformer
		(b) 95 Sqmm 3.5 core power cable Arm. Alu. 3 core 95 Sqmm 650/1100 or power cable Aru 3.5 croe 90/55 Sqmm	50 to 60 HP
		(c) 120 Sqmm 3.5 core power cable Arm. Alu3 core (120 Sqmm) 3.5 core (120/70 sqmm) 3.5 core (150/70 sqmm) PVC/PVL	Above 60 to 100 HP
4	Distribution Transformer	(a)120 sqmm 3.5 core as 3(c)	63 to 100 KVA
		(b) Power cable Arm Alu 3.5 core 300/150 sqmm PVC/ 650/1100 V	160 to 200 KVA

Annexure-11

Recommended values of capacitor for Direct Application with individual induction motor of 1500 RPM.

Motor K.W.	Motor H.P.	Maximum kVAR Ratings
1.865	2.5	1
3.730	5	2
5.595	7.5	3
7.460	10	4
9.325	12.5	4.5
11.2	15	5
13.1	17.5	5.5
14.9	20	6
16.8	22.5	6.5
18.7	25	7
20.5	27.5	7.5
22.4	30	8
24.2	32.5	8.5
26.1	35	9
28.0	37.5	9.5
29.8	40	11
31.7	42.5	11
33.6	45	11.5
35.4	47.5	12
37.3	50	13
41.0	55	13.5
44.8	60	14.5
48.5	65	15.5
52.2	70	16.5
56.0	75	17
59.7	80	19
63.4	85	20
67.1	90	21
70.9	95	22
74.6	100	23

Note:

The recommended rating of capacitor given in above mentioned table are mainly for guidance purposes. However, where there is no facility of recording average monthly power factor in the meter installed, the capacitor recommended as above for the respective capacity of motor will be considered in order.

The following points need to be kept in mind while installing capacitor:

1. For better result capacitors be installed at the terminal of individual motors matching to its capacity so that capacitors may be switched on / switched off along with the motor with supply.
2. In case common capacitor is installed at one point for number of small motors, capacitor shall be switched off when there is only light and fan load in circuit or else it may affect the average monthly power factor due to over compensation during no load or less load period.

Annexure-12

(A) Clearance above ground of the lowest conductor of overhead line (Clause 58 of CEA Safety Regulation): (1) No conductor of an overhead line, including service lines, erected across a street shall at any part thereof be at a height of less than-

(i)	for lines of voltage not exceeding 650 Volts	-	5.8 metres
(ii)	for lines of voltage exceeding 650 Volts but not exceeding 33kV	-	6.1 metres

(2) No conductor of an overhead line, including service lines, erected along any street shall at any part thereof be at a height less than-

(i)	for lines of voltage not exceeding 650 Volts	-	5.5 metres
(ii)	for lines of voltage exceeding 650 Volts but Not exceeding 33 kV	-	5.8 metres

(3) No conductor of an overhead line including service lines, erected elsewhere than along or across any street shall be at a height less than-

(i)	for lines of voltage upto including 11,000 Volts, if bare	-	4.6 metres
(ii)	for lines of voltage upto and including 11,000 Volts, if insulated	-	4.0 metres
(iii)	for lines of voltage exceeding 11,000 Volts But not exceeding 33 kV	-	5.2 metres

(4) For lines of voltage exceeding 33 kV the clearance above ground shall not be less than 5.2 metres plus 0.3 metre for every 33,000 Volts or part thereof by which the voltage of the line exceeds 33,000 Volts;

Provided that the minimum clearance along or across any street shall not be less than 6.1 metres.

(B) Clearance from building of lines of voltage and service lines not exceeding 650 Volts (Clause 60 of CEA Safety Regulation)-

(1) An overhead line shall not cross over an existing building as far as possible and no building shall be constructed under an existing overhead line.

(2) Where an overhead line of voltage not exceeding 650 V passes above or adjacent to or terminates on any building, the following minimum clearances from any accessible point, on the basis of maximum sag, shall be observed, namely-

(i) for any flat roof, open balcony, varandah roof and lean-to-roof-
(a) when the line passes above the building a vertical clearance of 2.5 metres from the highest point and
(b) when the line passes adjacent to the building a horizontal clearance of 1.2 metres from the nearest point, and

(ii) for pitched roof-

(a) when the line passes above the building a vertical clearance of 2.5 meters immediately under the line and
(b) when the line passes adjacent to the building a horizontal clearance of 1.2 metres.

(3) Any conductor so situated as to have a clearance less than that specified above shall be adequately insulated and shall be attached at suitable intervals to a bare earthed bearer wire having a breaking strength of not less than 350 kg.

(4) The horizontal clearance shall be measured when the line is at a maximum deflection from the vertical due to wind pressure.

(C) Clearances from building of lines of voltage exceeding 650 V (Clause 61 of CEA Safety Regulation)- (1) An overhead line shall not cross over an existing building as far as possible and not building shall be constructed under an existing overhead line.

(2) Where an overhead line of voltage exceeding 650 V passes above or adjacent to any building or part of a building it shall have on the basis of maximum sag a vertical clearance above the highest part of the building immediately under such line, or not less than-

(i) for lines of voltages exceeding 650 Volts Upto and including 33,000 Volts - 3.7 metres
(ii) for lines of voltages exceeding 33 kV - 3.7 metres plus 0.30 metre for every additional 33,000 Volts or part thereof.

(3) The horizontal clearance between the nearest conductor and any part of such building shall, on the basis of maximum deflection due to wind pressure, be not less than –
(i) for lines of voltages exceeding 650 V upto and including 11,000 Volts - 1.2 metres
(ii) for lines of voltages exceeding 11,000 V and up to and including 33,000 V - 2.0 metres
(iii) for lines of voltages exceeding 33 kV - 2.0 metres plus 0.3 metre fore every additional 33kV or part thereof.

(D) Safe Working Clearance from High voltage and EHV lines:
Minimum safety working clearance where electricity at voltage exceeding 650 V is supplied, converted, transformed or used is as follows:

Highest system voltage in KV	Safe working clearance in meter
12	2.6
36	2.8
145	3.7
245	4.3

Annexure-13(A)

Illustration on clause 4.52 – Supply in under developed colonies

Suppose – Total number of plots in colony is 100, out of which 30 are ready to avail connection and assessed load for these 30 applicants based as per clause 4.51 is 120 KW.

If proportionate rate fixed by Commission is Rs.3000 per KW, so amount collectable from 30 applicants will be Rs.3.60 lakh (Rs 3000X120).

If estimated cost of extension to supply to these 30 connection is Rs.12 lakh which is less than permissible cost for extension i.e. Rs.14.4 (3.6X4) lakh, the work can be executed by collecting Rs.3.6 lakh from 30 applicant towards cost of extension.

If estimated cost of extension to supply to these 30 connection is Rs.16 lakh which is more than permissible cost of Rs.14.4 lakh, excess estimated cost of Rs.1.6 (16-14.4) lakh shall be payable by these 30 applicants in proportion to their load in addition to Rs.3000 per KW.

The location of distribution transformer shall be fixed at load centre considering all the 100 plots, but capacity of transformer shall be to meet incoming load of present 30 applicants.

Any connection coming subsequently in the colony out of 100 plots has to pay @3000 per KW even if no extension is required.

For connection coming subsequent where extension is required similar procedure is to be followed.

Annexure-13(B)

Illustration on clause 4.55 – Supply to small/cottage industries

Suppose – An application for 15 HP Huller / Flours Mill is received in rural area and estimated cost of extension work to provide connection to is Rs.80,000.

If proportionate rate fixed by Commission is Rs.3500 per HP in rural area so amount collectable from applicant is Rs.52500 (3500X15).

Since the estimated cost of work is Rs.80000 which is within permissible cost of Rs.105000 (52500X2), the work can be executed by collecting Rs.52500 from applicant towards cost of extension.

If estimated cost of extension work is 1.2 lakh which is more than permissible cost of extension of Rs.1.05 lakh the excess cost of work Rs.0.15 lakh (1.2-1.05) shall be payable by applicant towards cost of extension in addition to Rs.52500.

For any such connection of small/cottage/industry up to 15 HP comes in rural area, Rs.3500 per HP shall be payable towards cost of extension even if no extension is involved.

संचालक, मुद्रण तथा लेखन सामग्री, छत्तीसगढ़ द्वारा शासकीय क्षेत्रीय मुद्रणालय, राजनांदगांव से मुद्रित तथा प्रकाशित—2012.